

## APPENDIX 1 – CASS REQUIREMENTS

The bidder must provide an estimated level of effort (LOE) necessary to implement each requirement identified below. The estimates must be provided in LOE hours. The word "implement" is used to cover the entire software development lifecycle. The estimates must correlate to the bidder's cost estimates as contained in Price Schedule 1.

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
A-001	General	Data Entry via the Internet	<p>CASS must support the online data entry and retrieval of data. CASS must support the entry of screening data by clients via the internet and saving of that data to a pending file, notification to appropriate workers of action pending, and access to that data for subsequent processing.</p> <p>The State requires a <b>Web Browser Based Solution</b>, defined as an application that utilizes a web browser to display the screens, a web server to deliver the screens, an application server for business logic, and a database server to store the data, as part of the platform. With that type of solution, the State would not need to distribute software to all of its employees because the application runs over the Internet; as opposed to a <b>Web Enabled Solution</b> that provides automation through a simple browser interface, basically adding a browser front end to client server technology.</p>	
A-002	General	Document Imaging	CASS must provide linking to the State document imaging system or, if not available, provide for document imaging of data that is now maintained in paper files such as verification documents that may be submitted by the client or other parties. Users have the ability easily view the information while in the CASS system and print a hardcopy of the information as necessary.	
A-003	General	Document Imaging	CASS should provide linking to the State document imaging system or, if not available, provide document-imaging capabilities for all staff and all programs.	
A-004	General	General	System must be developed to support the use of eclectic business processes involving either generic or program specific workers.	
A-005	General	General	Meet the federal functional requirements for all programs.	
A-006	General	Online Help	CASS must allow users to access help without leaving the screen. Any data entered prior to accessing help must be retained on the screen and not lost.	
A-007	General	Online Help	During online entry of data, system must present look-up tables as drop-down lists to users, where appropriate and where conducive to the page design.	
A-008	General	Online Help	Field and screen level help shall provide instructions for data fields as well as references to policy manuals.	
A-009	General	Online Help	Help screens for a specific field should provide a description of the field, valid entries for the field, and guidance for resolving specific errors that may be identified. Where data cross edits (edits to insure data consistency) apply or there is existing policy, the help screen should include hyperlinks that allow the user to navigate to the associated field to review and/or correct the information	

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			or navigate to the associated policy.	
A-010	General	Online Help	Online help must be accessible throughout CASS.	
A-011	General	Online Help	Online help must be context specific in that when help is requested, only help for the specific field is displayed. Users should not have to routinely use menu screens or indices to access help for specific fields or screens. CASS must provide the ability to access help when not in a data capture mode.	
A-012	General	Online Help	CASS must provide user help in the form of online alerts, user help screens, and on-line user manuals.	
A-013	General	Online Help	The system must have online tutorials that will provide guidance to staff as well as online wizards that would provide a script to guide entering of questions.	
A-014	General	Online Policy	CASS must allow the user the ability to access policy and procedure manual and then be able to return to the screen they were utilizing without exiting the screen or losing data.	
A-015	General	Online Policy	CASS should provide the ability for a user to access online policy manuals. Access to the manuals should be context-sensitive in that policy displayed should be related to the field and/or screen from which policy manuals were accessed. Policy should also be accessible from pop-up windows displaying error messages and/or on-line help.	
A-016	General	Online Policy	Historical versions of the Division's policy and procedures must be maintained and available for inquiry. For display purposes, the current version should be presented as a default with the ability to see historical versions.	
A-017	General	Online Policy	Provide for all of the Division's policy and procedure manuals to be accessible to workers online. Current programs include Work First New Jersey, Temporary Assistance to Needy Families, Food Stamp, Medicaid, Emergency Assistance, General Assistance, Child Care, Home Energy Assistance, Social Services for the Homeless, and the Tax Offset Program.	
A-018	General	Online Policy	Provide for the WFNJ program's policy and procedures manual to be available to case managers on-line.	
A-019	General	Printing	Provide both the capability to print individual screen information and to print the full case record.	
B-001	Security	Audits	System must maintain an audit trail of who changed any information related to the case	
B-002	Security	Security	In case of domestic violence, role based security must be able to lock out information	
B-003	Security	Security	System must allow each authorized users the ability to enter data directly into the system, eliminating the need for numerous forms and data entry operators.	
B-004	Security	Security	Case worker will have on-line access to all data gathered to date about any member of the household.	
B-005	Security	Security	CASS must include a timeout feature so that the user is locked out of the system/screen after there has been no activity by the user after a specified period of time. When the user clears the timeout, the system should bring the person back to the screens where the user was at the time of the timeout	

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			except when another user now has update capabilities for the case. Where a user has been timed out, the system must provide functionality that will allow other authorized users to acquire the update designation via an override process. The system must identify any user who has update capability on a case to anyone inquiring the case.	
B-006	Security	Security: Application Software	Allow specific cases or data within a case to be protected from general access or viewing and allow limited authorized access only.	
B-007	Security	Security: Application Software	Allow the assignment of security IDs and passwords, as well as the ability to establish security profiles that will determine each user's access to system functions and caseload update authority.	
B-008	Security	Security: Application Software	By default, prohibit a user from signing on to more than one terminal at any given time. However, the system must allow the security officer or other designated person to override this restriction.	
B-009	Security	Security: Application Software	CASS and the technical architecture must support the establishment of physical and staff security plans, the implementation of facility access prevention controls, and the identification of system facilities as restricted areas.	
B-010	Security	Security: Application Software	CASS must adhere to New Jersey security policies and procedures for password assignment, maintenance, and cancellation. All updates performed by a security officer should be tracked including changes in user IDs, passwords, or other activity performed by the security officer(s) at the State or County level.	
B-011	Security	Security: Application Software	CASS must follow DHS-CO OIS policy and procedures for granting access to systems and/or functions within that system such as ad hoc reporting. CASS must provide restricted access to authorized users for access to ad hoc reporting capabilities and capability to download data.	
B-012	Security	Security: Application Software	CASS must support a full audit trail of all software, both installed and developed, for use in CASS functions including online or batch interfaces with other systems. The audit trail should document changes to all CASS application software.	
B-013	Security	Security: Application Software	CASS must support the retention or purging of data based upon State data retention and destruction policies and procedures.	
B-014	Security	Security: Application Software	CASS security and access processes must conform to internal and external security requirements based on federal legislation for all programs including, but limited to, IRS security requirements for IEVS, FTROP, and TOP/SOIL.	
B-015	Security	Security: Application Software	CASS should log all logon actions (failed or completed) to the system.	
B-016	Security	Security: Application Software	Conform to OIT standards and policies for accessing and validating software changes, testing, and approving all software changes, fully established documentation standards for all software, and maintenance procedures for all state applications.	
B-017	Security	Security: Application Software	Flag and report multiple attempts that appear to be attempts to breach security. Logon procedures for CASS must meet the DHS single sign-on requirement.	
B-018	Security	Security: Application Software	Maintain audit trails of all user access and user identification numbers linked to	

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			any changes made to CASS case data. Provide reports for this information.	
B-019	Security	Security: Application Software	Meet security standards for all programs or functions to be supported by CASS including, but not limited to, TANF, Food Stamps, Medicaid, Child Care, Child Support and Paternity, Child Welfare, Emergency Assistance, Home Energy Assistance, Social Services for Homeless, and Tax Offset Program.	
B-020	Security	Security: Application Software	Production turnover and other operations procedures must meet OIT standards.	
B-021	Security	Security: Application Software	Provide for case access (including reading and updating) to be restricted in accordance with New Jersey policy and procedure. If a case is in "pending" status, as a result of being accessed by a worker and then timing out, the worker's supervisor (or other person granted appropriate rights) must be able to enable someone other than the original worker to access the case.	
B-022	Security	Security: Application Software	Provide for specific levels of password-protected access to CASS – at the function, screen, and field level -- based upon a user's role, group, organization, geographically location, program, functional responsibilities within that role, and need to access specific functions within that role. There should be a default profile for each role that can be modified or overridden by the security administrator.	
B-023	Security	Security: Application Software	Restrict on-line update capability to policy and procedures, and specific automated forms.	
B-024	Security	Security: Application Software	Streamline logon and logoff procedures to minimize the number of commands entered by the users, and provide a one-screen sign-on process. CASS must meet DHS single sign-on requirement.	
B-025	Security	Security: Application Software	System must prevent a worker from authorizing benefits if, based upon New Jersey program policy and procedures, the supervisor must approve the case action or action to authorize benefits.	
B-026	Security	Security: Application Software	System must provide Geocoding capabilities for all programs for all clients. For example, state may want reports based upon client's proximity to specific services or providers.	
B-027	Security	Security: Auditability	CASS must support the ability to audit actual cases in the production environment for all programs supported by the system including Child Support and Medicaid. Pseudo cases will be processed through the CASS test environment. Automated audit software packages should be utilized, where available.	
B-028	Security	Security: Auditability	Provide an audit process that will make all data accessible to state and federal audit staff.	
B-029	Security	Security: Disaster/Recovery	CASS functionality must include regular backup of data, software, and documentation in secure, fireproof, and waterproof storage facilities.	
B-030	Security	Security: Disaster/Recovery	CASS must support local backup procedures for daily and periodic backup, and restoration of data and collections files.	
B-031	Security	Security: Disaster/Recovery	Development or consideration of hardware / software vendor-supplied services for backup and storage.	
B-032	Security	Security: Disaster/Recovery	CASS must include processing restart and recovery capabilities at all system	

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			levels.	
B-033	Security	Security: Disaster/Recovery	A disaster backup plan needs to be implemented and fully tested for CASS. In addition, systems must perform crosschecks and tracking for fraud detection and prevention.	
B-034	Security	Security: Disaster/Recovery	CASS must be designed to ensure system can recover from disaster.	
B-035	Security	Security: General	CASS should support an online integrated test facility for audit purposes. This testing facility should be a mirror image of the production environment and must be separate from the production environment. There will also be a need for a version of the system that could be used for training as well.	
B-036	Security	Security: General	Provide a set of on-line screens from which the security administrator can add, change, and delete security information.	
B-037	Security	Security: General	System must ensure information is secure from unauthorized use, access, and inadvertent loss of data. Information needs to be classified into different access categories such as availability to the public, all government agencies, or select agencies and employees.	
B-038	Security	Security: General	The requisite systems need to be in place to support access and data security, particularly as computing usage becomes more ubiquitous among State, County and Municipal workers, as well as the general public.	
B-039	Security	Security: General	CASS must address all requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) as they relate to the sending or receiving of standard transaction, privacy of protected health information, and security of health related data.	
B-040	Security	Security: Hardware, Software, Communications	CASS must be secure from entry by unauthorized users (such as updates to data), and each caseworker will be restricted by caseworker function.	
B-041	Security	Security: Hardware, Software, Communications	Ensure communications access and transmission security.	
B-042	Security	Security: Hardware, Software, Communications	Restrict access to the system facility at all times to only specified users of the system.	
B-043	Security	Security: Hardware, Software, Communications	The system must require passwords to be changed on a periodic basis as defined by New Jersey security rules.	
B-044	Security	Security: Hardware, Software, Communications	Utilize automatic sign-off techniques.	
B-045	Security	Security: Hardware, Software, Communications	Ensure that hardware and software are secure.	
B-046	Security	Security: Hardware, Software, Communications	CASS must support on-line availability of written procedural manuals for all levels of users and staff available. Manuals must be accessible at all times to users and audit personnel.	
B-047	Security	Security: Physical and Staff Security	CASS must provide the capability to identify breaches in security. CASS must follow DHS-CO OIS security procedures. In the event of a security breach, CASS will follow the DHS-CO OIS documented disciplinary procedures. CASS must provide capability to identify breaches.	
B-048	Security	Security: Physical and Staff Security	Ensure the security of the data as well as protect against threats, hazards, and compromise of the data.	

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B-049	Security	Security: Physical and Staff Security	Establish a "Locked Door" (secure) system facility or facilities.	
B-050	Security	Security: Physical and Staff Security	Identify all authorized users and preclude unauthorized users from accessing the system.	
B-051	Security	Security: Physical and Staff Security	Physical and staff security plans must conform to established New Jersey policy and procedures as specified by the Office of Information Technology (OIT) and/or DHS CO-OIS.	
B-052	Security	Security: Physical and Staff Security	CASS design must support access to the CASS application, data, and files using alternative methods such as Xtranet. Counties (Morris and Monmouth) are Xtranet Partners with the State and using their own networks to access State systems. The CASS must not exclude this access, if granted by the State.	
C-001	Technical	System Maintenance	CASS must facilitate administration of all programs within its scope by providing at least the following: system security, system and data backup, client confidentiality, fiscal controls, internal controls, system archiving and purging, mass change capability, and data conversion.	
C-002	Technical	System Maintenance	System must be available, at a minimum, during normal extended hours for affected county agencies throughout the State.	
C-003	Technical	System Maintenance	System must be flexible and easy to modify in a timely fashion, including the flexibility to easily add and change data elements and to easily modify (i.e., via tables or business rules) system functionality to reflect policy changes.	
C-004	Technical	System Maintenance	System must provide access to and compatibility with other state, county, and municipal systems as seamlessly as possible. System should support the DFD plans for a "single system image" that builds on total integration of different solutions for various state programs agencies.	
C-005	Technical	System Maintenance	The system must support multiple environments including, at a minimum, development, testing, training, and production, and support transitioning across environments, as appropriate.	
C-006	Technical	System Maintenance	The CASS vendor must establish a standard users manual and procedures, and a fully certified application maintenance plan.	
C-007	Technical	System Maintenance	Flexibility to be easily modified as WFNJ or FS ETP agreement data, screens, and requirements change.	
C-008	Technical	System Maintenance	CASS will make provisions for maintenance and update of system tables and files. There are some worker codes that are updateable both centrally and locally. CASS needs to support updates at various levels.	
C-009	Technical	Technical	Proposed systems and architecture should allow Department to migrate off the proprietary platform.	
C-010	Technical	Technical	Proposed solution for CASS must provide for integration of systems.	
C-011	Technical	Technical	If system times out for any reason while a worker is updating a case, that case should be released for inquiry or update by other users.	
C-012	Technical	Technical	For those times when the CASS system is down or not accessible, system must support the local capture of data for uploading to the main database once the system is available.	

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C-013	Technical	Technical	Proposed system must use an open systems infrastructure. System must maximize use of industry defined standards, interoperability between system platforms, minimize manual activities, eliminate the redundant entry and retrieval of data; and move data capture, editing, and review processes to the point of entry, with no "hand-off" between people and organizations.	
C-014	Technical	Technical	If data is moved to offline, CASS must provide the ability to retrieve the data within 24 hours. If data is requested, remove at the end of cycle or 5 days whichever is greater.	
C-015	Technical	Transaction Processing	Allow for the online, not batch, updating of all worker-initiated transactions.	
C-016	Technical	Transaction Processing	During online entry of data, system must edit data to ensure that all fatal edits are passed (for example, those that would prevent the data from being saved to the database). The system must track and require resolution of all non-fatal edits and require entry of data that must be present prior to disposition (for example, approval, denial, discontinuance) of the action. Where necessary, the system must provide the capability for designated staff to override fatal edits, as appropriate.	
C-017	Technical	Transaction Processing	Provide online real-time update for all worker initiated transactions including, but not limited to, applications, changes, change of circumstances, corrections, reviews, recertifications, reapplications, and reinstatements. Actual use of data or completion of the transaction must be based upon the user's security level, access to data, and need for supervisory review and/or approval.	
D-001	Purging and Archive	General - History	Provide tracking of all historical data for eligibility determination and payments.	
D-002	Purging and Archive	History	CASS must maintain a full history for assessments, employability plans, and all Agency/Participant Agreements as they relate to WFNJ and FS ETP requirements.	
D-003	Purging and Archive	On-line History	Active cases will remain on the database as long as the case remains active.	
D-004	Purging and Archive	On-line History	All participant history will be maintained online, enabling quick and easy retrieval, for a minimum of three years after a case is closed, or indefinitely if the case has a claim or other special circumstances.	
D-005	Purging and Archive	On-line History	All transactions should create historical updates to the database. An audit trail of all transactions should be created that identifies the date, time, user, and end-user device that initiated the transaction.	
D-006	Purging and Archive	On-line History	CASS must maintain a history of all status changes for a case or individual.	
D-007	Purging and Archive	On-line History	CASS must provide the capability to flag certain cases to not be purged or to be purged in less than normal time frames if mandated.	
D-008	Purging and Archive	On-line History	CASS should provide for the systematic purging of full cases or selected data for a case or individual based upon New Jersey data retention policies for each program supported by the system. There will be some instances where data should never be purged including, but not limited to, situations where a claim exists against the case or individual, the case is in litigation, or there is	

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			unreimbursed child support.	
D-009	Purging and Archive	On-line History	System will update an on-line database, maintaining history of all transactions.	
D-010	Purging and Archive	On-line History	After an historical change is finalized, maintain both the original data and the newly updated information on the database and be available for on-line inquiry.	
D-011	Purging and Archive	On-line History	System must provide the capability to produce a hard copy record of case and individual information, as well as hard copy document of case and individual calculations. Users should have the ability to designate the case, person, and/or timeframes to be printed in hard copy form.	
D-012	Purging and Archive	On-line History	All case and individual data, whether stored online or offline, must be held in history for timeframes that are consistent with the data retention requirements for the programs that are associated with the case or individual. Where data is stored offline, the data should be made available for online inquiry within 24 hours of online request for the information.	
D-013	Purging and Archive	History	Display a client participation history summarizing a client's participation in all programs included in the system. Specific participation data must be retained on the system forever to support imposition of limitation on number of month benefits can be received or sanctions that may have been imposed.	
D-014	Purging and Archive	History	Types of automated inquiry that must be included, but are not limited to the following: Case and Client Inquiry, Historical Inquiry, Client Participation History, Transaction Inquiry, Benefit Issuance History, Benefit Adjustment History, and Inquiry to Interface Files.	
D-015	Purging and Archive	On-line History	All case and client data that is input into the system must be available for inquiry as long as it is maintained online. Once moved to offline, the data must be available for inquiry within 24 hours of a user requesting access to that data. Archival or purging of data from the system must meet all applicable program rules and the New Jersey record retention policies.	
E-001	Client Registration	Application	Automatically generate, without worker intervention, an application for client signature for each assistance group if the ability to accept an electronic signature from the client is not present.	
E-002	Client Registration	Application	Automatically generate and print the Individual Responsibility Plan/Employability Plan and Agency/Participant Agreement for the participant's signature, as needed. Where possible, system must support the capture of an electronic signature for the client.	
E-003	Client Registration	Application	The process for developing an Individual Responsibility Plan and identifying appropriate activities must be flexible and caseworker driven, allowing the plan to be tailored to the individual participant.	
E-004	Client Registration	Application	CASS must support the ability to create and maintain an on-line application that can be reviewed by the user and client on-line or be printed on paper. CASS must have the ability to capture the signature of the client and the worker via an electronic pad to complete the application process and preserve the filing dates of the on-line application.	
E-005	Client Registration	Case Notes	Case notes must have the ability to be marked confidential and viewed only	



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			based on security rules.	
E-006	Client Registration	Case Notes	All authorized persons have access to update a case or specific aspects of the case, must have the ability to access the case narratives.	
E-007	Client Registration	Case Notes	CASS must allow users to create case notes in draft mode.	
E-008	Client Registration	Case Notes	Allow the worker access to record free-form on-line case or client notes.	
E-009	Client Registration	Case Notes	Generate the date the case narrative note was recorded and who recorded the information.	
E-010	Client Registration	Case Notes	Inquiry capability must exist for scrolling the case narrative notes and allow the worker to select a specific entry, such as a date, for review of case notes.	
E-011	Client Registration	Case Notes	Case narrative function must be available from all on-line functions.	
E-012	Client Registration	Case Notes	Case Narrative feature must include word processing capability.	
E-013	Client Registration	Case Notes	Case notes must be able to block text of individual entries to authorized personnel only.	
E-014	Client Registration	Case Notes	CASS should provide users with the ability to enter unlimited freeform comments or case narrative from any screen within the system.	
E-015	Client Registration	Case Notes	Where users have the ability to enter text to system (e.g., case narrative, free-form text on notices), CASS must utilize and support robust word-processing capabilities.	
E-016	Client Registration	Clearance	CASS must perform online and batch duplicate checks using variables such as the participant's name, birth date, race, sex, Social Security number, and individual number to identify duplicate participation for all programs.	
E-017	Client Registration	Clearance	CASS must update the Central Active Client Index.	
E-018	Client Registration	Clearance	Register all referrals for Child Care Services into the system and provide a mechanism for assigning unique identifiers to each individual including parent/caretakers and each child.	
E-019	Client Registration	Clearance	Each individual will have a unique identification number that will be used through all systems.	
E-020	Client Registration	Clearance	A unique identifying case number must be used throughout CASS.	
E-021	Client Registration	Clearance	Must have Soundex search.	
E-022	Client Registration	Clearance	CASS must implement a statewide process for all DFD programs that provides for on-line screening and registration. The system must search the active Client Index (being developed by DHS CO-OIS) and CASS to determine if the client is a new, current, or past client using variable search criteria such as name, date of birth, Social Security Number.	
E-023	Client Registration	Data Capture	Any known data in the CASS database or available via on-line interfaces with other systems should be automatically displayed on screens for the user's review. Where possible, the data should be used to populate the fields to reduce data entry required from the user.	
E-024	Client Registration	Data Capture	Application/case change screens will provide for the update and editing of all information required for registering participants for WFNJ.	
E-025	Client Registration	Data Capture	Capability to collect all raw information required to support computation requirements for all programs. Users should never be required to calculate an amount outside CASS for entry into the system.	

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E-026	Client Registration	Data Capture	CASS must provide screens to collect resource assessment information and calculate spousal contributions from a client to a non-institutionalized spouse based upon Medicaid's spousal impoverishment rules.	
E-027	Client Registration	Data Capture	CASS must provide the capability to record and update results of the participant's assessment, employability plan, and Agency/Participant Agreements. User must have the ability to easily re-sequence activities or correct the Individual Responsibility Plan or employability plan over time.	
E-028	Client Registration	Data Capture	Client will be allowed to select those types of assistance for which he chooses to apply. However, system must support the ability to determine potential and actual eligibility for all possible programs if indicated by the worker. For Medicaid, the system must have the ability to determine eligibility in other programs if a member is denied, or discontinued from eligibility in one Medicaid program.	
E-029	Client Registration	Data Capture	Collect certain categories of non-financial information regardless of program involvement.	
E-030	Client Registration	Data Capture	Collect program-specific data when application is processed for a particular program.	
E-031	Client Registration	Data Capture	Data collection must bypass certain questions or screens that are not needed for specific program determinations or are irrelevant based upon data already entered into CASS (for example, questions/screens addressing pregnancy will not display for households consisting of all males). Data collection process must be developed to ensure that the asking of questions and collection of data are not repeated unnecessarily.	
E-032	Client Registration	Data Capture	During the interactive interview at application or redetermination and during case changes, collect or maintain information at both the case and individual level.	
E-033	Client Registration	Data Capture	Eligibility determination functions must be performed based on the input of raw data.	
E-034	Client Registration	Data Capture	Provide capabilities to support the WFNJ (TANF and General Assistance) and FS ETP work requirements and all related case management activities.	
E-035	Client Registration	Data Capture	Maintain set of screens to record a minimum of information to provide: raw demographic information about each individual household member, sufficient information about each individual household member to automatically need for immediate assistance and/or determine eligibility for Expedited Food Stamps, and determine need for potential eligibility for any program.	
E-036	Client Registration	Data Capture	Automation for all activities required for the intake processes needed to accept referrals and applications for work activities, child care services, or special initiatives such as domestic violence, substance abuse, and mental health.	
E-037	Client Registration	Data Capture	System must allow caseworkers and case managers to have on-line access to all pertinent case data (application and case management data) for use in performing case management.	
E-038	Client Registration	Data Capture	All WFNJ and FS ETP case management data should be linked to a member within the CASS database. When needed, existing case data in addition to case management data should be combined for any types of reporting by case	

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			or person.	
E-039	Client Registration	Data Capture	CASS must be capable to capture participant's status, component participation, and cooperation, and generate easily understood alerts for case management.	
E-040	Client Registration	Data Capture	Elements of the participant's employment goals will be collected during the assessment interview performed by the case manager or other provider/vendor.	
E-041	Client Registration	Data Capture	Collect income and resource data to be used in all eligibility modules, although treatment of income and resources and allowable deductions vary according to program.	
E-042	Client Registration	Data Capture	System must support collection of data that varies by program, by client age and status, by type of income or asset, and by a variety of other variables.	
E-043	Client Registration	Data Capture	Allow for demographic data collection at the client level.	
E-044	Client Registration	Data Capture	Information must be collected for all clients who are registered to any particular application.	
E-045	Client Registration	Data Capture	Individual client data element fields must either be mandatory (required to be completed) or optional (not required to be completed), based on program policy.	
E-046	Client Registration	Data Capture	CASS must support the collection of case and client information. Types of information include, but are not limited to, the following: case/person demographics (e.g., addresses, names, birth dates, ethnicity, SSN#, citizenship data), Head of Household, Telephone number(s), Relationship data, disability/incapacity data, student data, program application data, voluntary quit or striker data, deprivation data, Work First New Jersey / Food Stamp Employment and Training (E&T) program data, asset and resource data, transfer of asset data, unearned income data, earned income data, income deduction data, shelter expense data, dependent care expense data, stepparent/parent expense data, alien sponsor data, spousal impoverishment data, pregnancy data, client medical expenses data, institutional care living arrangement data, IV-D program information, and fair hearings information.	
E-047	Client Registration	Data Capture	System and data collection must be client focused to allow the implementation of a system-based case management, client centered system design, cross-program functionality, and support for improving public awareness of client services and how they are provided.	
E-048	Client Registration	Data Capture	CASS must have the capability to accept an on-line integrated application for all programs into the database. Examples of programs include Work First New Jersey – TANF Cash Assistance, Work First New Jersey – General Assistance, Food Stamps, Emergency Assistance, Child Care, and Home Energy Assistance, and Medicaid.	
E-049	Client Registration	Data Capture	CASS must provide an intake function that consists of an on-line, real-time, standardized interactive, integrated interview for all programs including, but not limited to, Work First New Jersey - TANF Cash Assistance, Work First New Jersey - General Assistance, Food Stamps, Emergency Assistance, Child Care, and Home Energy Assistance.	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
E-050	Client Registration	Data Capture	Collect data in a logical sequence that is easy to navigate.	
E-051	Client Registration	Data Capture	On-line screens must be provided to allow clerical staff and workers to schedule appointments for all eligibility and case management activities. System must have the ability to generate and mail all appointment letters.	
E-052	Client Registration	Data Capture	CASS must provide functions for use by hot line or navigator staff to collect case/member demographic information and refer the data and case to appropriate staff at the state or county level for action or follow-up. This includes contracted agencies. CASS must track the referral process to ensure appropriate follow-up action is taken.	
E-053	Client Registration	Data Capture	Collect initial demographic data and through the automated interfaces automatically refer the case to ACSES for a compliance decision and collection of absent parent and related information. Once the child support worker has finished, ACSES should send appropriate case and member data back to CASS.	
E-054	Client Registration	Data Capture	Provide all appropriate support for the Managed Care Program including the identification of all persons who must participate in managed care, generation of an enrollment list for the enrollment vendor, automated assignment of providers, receipt of an enrollment/disenrollment file from the enrollment vendor, and generation from CASS to MMIS. When enrollment/disenrollment is received from the enrollment vendor, the Managed Care information should be uploaded for viewing and update (by authorized staff) on CASS.	
E-055	Client Registration	Data Capture	CASS must allow future data changes to be entered and automatically used to update the case at the appropriate time. System must ensure that all required verification is in place prior to completing the action.	
E-056	Client Registration	Data Capture	System must eliminate redundant entry and retrieval of data.	
E-057	Client Registration	Data Capture	Users should not be required to view, select from, or enter obscure codes; clear names or descriptions should be presented for all values or options.	
E-058	Client Registration	Data Capture	All system interactions must be "user-friendly."	
E-059	Client Registration	Data Capture	CASS must support both upper and lower case text.	
E-060	Client Registration	Data Capture	The system must provide on-line, real-time update and access for all participants. Although data is stored, CASS must not issue benefits for those cases where supervisory approval is needed.	
E-061	Client Registration	Editing	CASS system must be able to determine a member's need to comply with WFNJ or FS ETP work requirements at the time of application and subsequent determinations. Information regarding a member's status must be available for inquiry at any time.	
E-062	Client Registration	Editing	Data must be edited for validity and consistency with existing case/member data as it is entered into the system.	
E-063	Client Registration	Editing	Determine on an ongoing basis a client's work registration and/or WFNJ or FS ETP status.	
E-064	Client Registration	Editing	On-line editing to prevent case actions from occurring that may be incorrect or inconsistent with program policy.	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
E-065	Client Registration	Editing	System edit criteria must encompass all variables to ensure that all required information is collected while at the same time enhancing user-friendliness of the on-line system.	
E-066	Client Registration	Editing	Edit and review for required data on all input screens prior to authorization of benefits.	
E-067	Client Registration	Editing	At the end of the on-line data entry process, system must display a summary of the non-fatal errors that have not been resolved by the user.	
E-068	Client Registration	Editing	Immediately alert the worker of all edit failures for correction with explanation of error and steps to correct the error in an easy to understand format.	
E-069	Client Registration	Editing	If non-critical data fails edits, the worker must be alerted and the system must update the database and append the transaction for correction at another system session.	
E-070	Client Registration	Editing	Allow any case transaction to be automatically transferred online to the supervisor for final case disposition or approval. CASS must allow a supervisor to specify the criteria for the type of actions or workers for whom case actions require supervisory review and approval prior to disposition of the action.	
E-071	Client Registration	Editing	CASS must provide the worker with the ability to override system edits if it is an expedited/emergency case.	
E-072	Client Registration	Editing	CASS must provide capability for supervisors to specify the types of actions and/or workers within their unit where supervisory review and approval is needed prior to the completion of the case action and generation of benefits.	
E-073	Client Registration	Editing	Online system edits must ensure that all required policy requirements and verifications have been provided prior to a final determination of eligibility or authorization and actual issuance of benefits. The system must be capable of identifying when entry of specific data or verification may be postponed or skipped entirely based on case circumstances (for example, expedited food stamps, enumeration, immediate needs).	
E-074	Client Registration	Editing	CASS must allow a user to complete activity (for example, add, update, inquiry) on more than one case at a time. The system must allow a user to navigate to another system and back to CASS without having to log off and back on to the systems. Worker should return to CASS to same location where the worker left and not lose any data already entered to the system.	
E-075	Client Registration	Intake	Maintain status for each caretaker and child.	
E-076	Client Registration	Intake	CASS must support all case processing related activities (for example, intake, eligibility determination, notices, payments, reporting) for the Kinship Program that provides child care subsidies. County or State staff can accept and process these cases or the cases can be referred to contracted agencies for action. Persons can be automatically eligible for Medicaid if the subsidy is received and system must be capable of initiating Medicaid coverage.	
E-077	Client Registration	Navigation	Ability to save what has already been done and go into another case/screen, and so forth, without losing what has already been done.	
E-078	Client Registration	Navigation	CASS should provide user different modes of screen access based upon type of action being performed. For example, on applications and/or	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
			redeterminations, system should guide the user through a pre-established flow based upon the data being entered or changed. For changes, the system should provide the user the ability to select via drop down windows and navigate to only those screens needed to enter changed or new information. System must edit the data entry process to ensure that all necessary data is present prior to determining eligibility or issuing benefits.	
E-079	Client Registration	Navigation	Data collection process must provide for a flexible, easy, and efficient method or methods for the user to move around the system, from screen to screen, and system to system.	
E-080	Client Registration	Navigation	Logon\logoff process will be simple and easy.	
E-081	Client Registration	Navigation	System must implement and/or support gateways for Internet, Email, and restricted access to and from other Internet facilities.	
E-082	Client Registration	Navigation	Capability for workers to toggle between the alert screen and the case screen to take case action and return back to the alert screen.	
E-083	Client Registration	Navigation	Based on pre-determined characteristics, interviewing guides or indicators, system will assist workers in identifying factors related to employability and need to participate in work related activities.	
E-084	Client Registration	Navigation	Design of screens and edit criteria must control presentation of screens to accommodate a data collection session for any or all assistance programs supported. Screens must be designed to ensure no duplication of data entry for any programs. User must also have the ability to access specific screens when performing case change or case maintenance type activities or inquiry.	
E-085	Client Registration	Navigation	Although a standard screen sequence must be developed, not all data collection sessions will necessarily follow the standard.	
E-086	Client Registration	Navigation	CASS must allow workers are able to navigate the data collection screens with minimal disruption to the natural flow of information.	
E-087	Client Registration	Navigation	Increase flexibility in screen-to-screen and system-to-system movement by providing a number of capabilities including: Context sensitive Help Screens; On-line Policy Manuals; Capability to save work in progress; On-line Reports of Contact and other case narratives; Easy access to interface data files; Scrolling of benefit months forward and backward from the current month; and Easy access to Unit Schedule summary.	
E-088	Client Registration	Application	Based on data collected, process automated referrals to other agencies through on-line real-time or batch interfaces where possible.	
E-089	Client Registration	Application	Capable of producing referral forms for manual delivery to other agencies that cannot accept automated referrals, such as the Veterans Administration.	
E-090	Client Registration	Data Capture	Data on case statuses, including pending and denied, will be available for inquiry. Where case status information for programs supported by other systems is available via online interfaces, this data should also be retrieved and displayed to the user.	
E-091	Client Registration	Navigation	Provide for on-line inquiry to the following information sources. This may include direct access into certain files, as well as access into reformatted inquiry screens from other sources containing only Division specified data: Unemployment Compensation File; Department of Labor and Workforce	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
			Development (LWD) Wage File; Automated Child Support Enforcement System (ACSES); Medicaid Management Information System (MMIS); On-line Management for Economic Goal Achievement System (OMEGA); Childcare Automated Resource and Eligibility System (CARES); Files maintained by the Division of Youth and Family Services (DYFS); Files maintained by the Motor Vehicle Commission; Files maintained by the Bureau of Vital Statistics; SSA Enumeration File; SDX File; BENDEX File; and Other sources.	
E-092	Client Registration	Application	Refer all clients that must participate in WFNJ or FS ETP work requirements to case managers or Dept. of Labor on a daily basis.	
E-093	Client Registration	Application	Referrals may include a letter to the client with information about the programs, or a letter may be generated to send to the agency to which the referral is being made.	
E-094	Client Registration	Application	System must, on-line whenever possible or through the Letters function, allow workers to refer clients to other programs within and outside the Division by indicating which referrals are requested. System must allow the referrals to be printed at the local office level.	
E-095	Client Registration	Editing	The system must allow more than one user to view or inquiry a case at the same time. Update capability should be limited to only one worker at a time with alerts or a popup window displayed to other users inquiring the data indicating an update action is in progress.	
E-096	Client Registration	Application	CASS must have the ability to send or receive information from ACSES in an on-line real-time mode. Data to be received from ACSES could include an application for benefits taken by a child support worker, non-cooperation decisions for recipient, or case/member demographics captured as a part of the Child Support interview. Likewise, CASS must provide ACSES with information on a case or member's status with WFNJ or Medicaid or when any information changes during an investigation, redetermination, or case change for the case members or absent parent.	
E-097	Client Registration	Data Capture	Provide inquiry into all data stored in the CASS system, including application received/pending information, based upon a user's security authorizations, and authorized levels of access.	
F-001	Appt. Scheduling	Appt. Scheduling	CASS must provide automated appointment scheduling functions for all users to schedule cases for eligibility determinations, case reviews, and redeterminations. System must allow all case managers to schedule appointments with client and to monitor work related activities.	
F-002	Appt. Scheduling	Appt. Scheduling	Capability to automatically schedule appointments for actions coming due or allow workers to schedule their own appointments using the appointment scheduling process. Users must have the ability to block out time periods where they would not be available	
F-003	Appt. Scheduling	Appt. Scheduling	Automatically track all appointments and have alert functions built in to notify users of the scheduled appointments or appointments that have been missed.	
F-004	Appt. Scheduling	Appt. Scheduling	CASS must be capable of monitoring the completion of specific actions in the system and identify appointments that have been missed. System must produce alerts and generate related notices and notifications of non-	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
			compliance.	
F-005	Appt. Scheduling	Appt. Scheduling	In addition to application and review/redetermination interviews, workers and clerical staff can schedule all appointments through the on-line appointment scheduling function.	
F-006	Appt. Scheduling	Appt. Scheduling	Provide navigation capability to move from work list to calendaring to appointment letter generation.	
F-007	Appt. Scheduling	Appt. Scheduling	CASS must have the ability to identify "no show" or missed appointments and generate a worker alert for review and/or follow-up action.	
F-008	Appt. Scheduling	Appt. Scheduling	Automatically schedule WFNJ work activity or FS ETP appointments as well as allow the case manager to schedule appointments.	
F-009	Appt. Scheduling	Appt. Scheduling	Appointment scheduling function will monitor the following types of data: date of appointment, time of appointment, location of appointment, reason for appointment, and results (kept or missed).	
F-010	Appt. Scheduling	Appt. Scheduling	CASS must have the ability to reschedule missed appointments allowing the member's the opportunity to show good cause for non-compliance with attending an appointment.	
F-011	Appt. Scheduling	Appt. Scheduling	Automatically produce and mail appointment notices for all participant appointments.	
F-012	Appt. Scheduling	Appt. Scheduling	Generate an alert to the worker to identify them of an appointment that has been scheduled or cancelled within 24 hours by someone other than the worker assigned to the appointment.	
F-013	Appt. Scheduling	Appt. Scheduling	Automatically generate alerts and start the conciliation process if a participant fails to keep a Child Support appointment without good cause.	
G-001	Eligibility Determination	Calculations	CSE pass-through and supplemental payment amounts must automatically be updated for all programs supported by the system.	
G-002	Eligibility Determination	Calculations	Perform other automatic case actions as defined by policy requirements.	
G-003	Eligibility Determination	Calculations	When a case manager identifies a change in employment or other case related information, the system should automatically initiate case change actions to case if appropriate. If not, then the system should produce alerts for the eligibility worker to take case action.	
G-004	Eligibility Determination	Calculations	Fully automate the due date calculation, tracking, reporting, and worker alert functions for all pending applications, including Expedited Food Stamp applications.	
G-005	Eligibility Determination	Eligibility Determination	All applications entered into the system must be assigned a status code either by the system or user. Examples of status codes include, but are not limited to, pending, withdrawn, approved, closed, denied, and suspended. In addition, the system must track information that would indicate if an application was denied or closed but referred to another agency/program or was approved but a third party will not accept payment in the form of a voucher or check.	
G-006	Eligibility Determination	Eligibility Determination	All case transactions for programs supported by CASS must be automated providing the capability for a paperless process, to the extent possible. If	



Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
			completely paperless, system must support the capture of electronic signatures from clients or other parties required to sign the application or other program related documents.	
G-007	Eligibility Determination	Eligibility Determination	Apply different determinations, summations, and calculations by examining key factors such as: Program (such as AFDC), Program Type (such as Unemployed Parent), Client status (such as pending applicant), and Client Participation Status (such as alien sponsor or an individual whose income or assets are deemed available).	
G-008	Eligibility Determination	Eligibility Determination	Automate all aspects of eligibility determination by processing all individual and program eligibility factors prior to calculation of the benefit amount.	
G-009	Eligibility Determination	Eligibility Determination	Based upon raw data entered during data collection, determine an individual's program eligibility, all subsequently required data elements, and processing tasks appropriate for the information provided.	
G-010	Eligibility Determination	Eligibility Determination	Capability to screen potential eligibility for all programs based on input of limited income, asset, and household composition data.	
G-011	Eligibility Determination	Eligibility Determination	CASS must automatically pro-rate benefits for applicable programs (for example, Food Stamps, General Assistance, TANF) based upon the system-calculated benefit start date, as well as future dates if the assistance unit or client is not eligible for a full month of benefits.	
G-012	Eligibility Determination	Eligibility Determination	CASS must ensure that a worker confirms the results of a benefit calculation prior to the generation of an issuance record or benefits for the person or case. In some situations, supervisory approval may also be required in addition to the worker's confirmation prior to issuance of benefits.	
G-013	Eligibility Determination	Eligibility Determination	Collect and maintain eligibility determination data to enable immediate and consistent program policy enforcement.	
G-014	Eligibility Determination	Eligibility Determination	Determine all factors of eligibility, including non-financial, income, and resources.	
G-015	Eligibility Determination	Eligibility Determination	Determine the appropriate budgeting method, including use of an actual and/or monthly averaging concept, and fully support prospective budgeting.	
G-016	Eligibility Determination	Eligibility Determination	Determine the Patient Pay amount for Long Term Care (LTC) cases.	
G-017	Eligibility Determination	Eligibility Determination	Display on-line the results of the eligibility determination to the worker for confirmation or override.	
G-018	Eligibility Determination	Eligibility Determination	Exclude and track real property and/or any non-liquid resource for disposal.	
G-019	Eligibility Determination	Eligibility Determination	For each program, capture or calculate and store (at a minimum): program status, application date, begin and end dates of eligibility, and vendor start and stop dates. System must allow capability for authorized users to override the edits, if appropriate.	
G-020	Eligibility Determination	Eligibility Determination	Fully support the eligibility determination requirements for WFNJ - General Assistance.	
G-021	Eligibility Determination	Eligibility Determination	In addition to benefit amounts, CASS must have the ability to calculate amounts for which a recipient may be obligated to pay. For institutionalized	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
			person this may be referred to as the "private pay amount; for Emergency Assistance and Child Care, this may be referred to as a "co-pay" amount.	
G-022	Eligibility Determination	Eligibility Determination	Invoke Benefit Calculation logic on-line for application processing, ongoing case changes, and historical case changes.	
G-023	Eligibility Determination	Eligibility Determination	Manage the deductions included in the eligibility determination process, as appropriate for the program. Examples of deductions include, but are not limited to, medical, shelter, dependent care, utilities, roomer/boarder, Food Stamp support deductions, spousal/family allowance, and Child Support Enforcement (CSE) collections.	
G-024	Eligibility Determination	Eligibility Determination	Perform all budget calculations for all programs.	
G-025	Eligibility Determination	Eligibility Determination	Process each program independently and control the order of related program processing. For example, the Food Stamp case would consider TANF cash assistance in determining the Food Stamp allotment amount. Therefore, eligibility for a related TANF cash assistance case should be processed prior to the Food Stamp determination, if all required data has been captured and verified.	
G-026	Eligibility Determination	Eligibility Determination	System must automatically calculate eligibility start and end dates at both the program level and at the individual level, as well as the redetermination, recertification, and closing dates, allowing worker override capability. For certain programs with maximum limits for receipt (for example, TANF Cash Assistance, General Assistance, Emergency Assistance) system must maintain a counter of the number of months assistance has been received by adults in the cases. Using data received from other systems such as ACSES, the system must automatically calculate months that can be bought back through the "buy back" process to reduce the number of months that benefits have been received for a case or a person. Allow authorized persons or systems to reflect "buy back" processes that reduce the number of months received by the amount of Child Support received from an absent parent. At the present time, only full months of eligibility are considered for the "buy back".	
G-027	Eligibility Determination	Eligibility Determination	System must be able to approve or deny eligibility for programs independent of each other.	
G-028	Eligibility Determination	Eligibility Determination	System must fully support the calculation of deemed income and/or resources of non-recipients to assistance units for all programs. The system must calculate the appropriate deductions, deemed income, or income based on the type of deemor, such as stepparents, parents of minor parents, parents of pregnant minors, alien sponsors, spouse of the non-parent caretaker relative, disqualified clients, ineligible aliens, Long Term Care spouses, ineligible spouses, and other deemors as established by program policy.	
G-029	Eligibility Determination	Eligibility Determination	Test for eligibility following the completion of each phase of the eligibility determination process, providing pass/fail information on the non-financial, resource and asset, and income status of each assistance group.	
G-030	Eligibility	Eligibility Determination	The system must allow the worker to establish a benefit start and end date	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
	Determination		that is different from the system calculated benefit start and end dates, as needed.	
G-031	Eligibility Determination	Eligibility Determination	The system must automatically calculate the length of time a recipient has participated in a program or related programs and maintain a "clock" that can be viewed by the users. The counter should be automatically updated using data from other systems to support the "buy back" process. Authorized users must also have the ability to update the time clock (add or subtract) months of coverage based upon any information that may be known outside the system(s) or interface processes. When the number of months that benefits received is changed, the system must share this data with ACSES electronically.	
G-032	Eligibility Determination	Eligibility Determination	The system must prevent or limit client participation in a program for a period of time according to individual program policy, with worker override capability. The system must calculate the duration of the period of ineligibility for situations including but not limited to the following: Averaging the excess of a lump sum, Transfer of assets, Intentional Program Violation, Non-cooperation with WFNJ, Non-cooperation with FS ETP, Non-cooperation with CSE, and Voluntary quit.	
G-033	Eligibility Determination	Eligibility Determination	The system should evaluate the client's status during the eligibility determination process to determine if there has been a disqualification or penalty previously established and if that disqualification or penalty has ended or "cured". Information regarding disqualifications or penalties for a member should also display to the worker during the intake process.	
G-034	Eligibility Determination	Eligibility Determination	Test for household or mandatory household unit composition to identify persons to include or exclude.	
G-035	Eligibility Determination	Eligibility Determination	For Medicaid, CASS must have the ability to process all combinations of assistance units to determine which is most advantageous to the client and/or family.	
G-036	Eligibility Determination	Eligibility Determination	Capability to determine retroactive Medicaid eligibility by collecting retroactive Medicaid as well as prospective information during the same system sessions.	
G-037	Eligibility Determination	Eligibility Determination	Automatically calculate reduced and/or discontinued benefits for all programs for failure to cooperate, when appropriate.	
G-038	Eligibility Determination	Eligibility Determination	Support the program-specific calculations for educational expenses or self-employment income with on-line calculation screens.	
G-039	Eligibility Determination	Eligibility Determination	Provide for integrated eligibility processing.	
G-040	Eligibility Determination	Eligibility Determination	Determine if household members are eligible for Medicaid under any of the coverage groups offered by the Division. Prior to closing any Medicaid category of assistance, CASS will sequentially test eligibility for all coverage groups to determine if there is any coverage available.	
G-041	Eligibility Determination	Eligibility Determination	Certain sources of income, such as SSI, Social Security, and Unemployment Compensation payment amounts, must automatically be updated from the interface source and be considered in the eligibility determination and benefit calculation according to individual program policies.	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
G-042	Eligibility Determination	Eligibility Determination	CASS must provide the capability to easily identify and process reapplications by individuals/cases who were once determined ineligible due to income or resource caps but now may be eligible due to increases in program limits.	
G-043	Eligibility Determination	Eligibility Determination	CASS must prohibit an individual from being enrolled in managed care and receiving fee-for-service Medicaid simultaneously.	
G-044	Eligibility Determination	Eligibility Determination	Access the tables, standards, case data, client data, and system logic in effect for the benefit month being processed. The month being processed could be for any past month where the applicant has applied for or received assistance.	
G-045	Eligibility Determination	Eligibility Determination	Automatically determine eligibility and calculate the benefit amount for each month of application through to the current benefit month, including retroactive months.	
G-046	Eligibility Determination	Eligibility Determination	CASS must calculate Medicaid spend down cases based upon existing income data as well expense data that may be entered by the worker over time. As expenses are entered, the system must determine if the spend down obligation amount has been obtained and alert the worker of this fact. If eligible, worker must have the ability to generate a local medical card for issuance to the client if present in the office.	
G-047	Eligibility Determination	Eligibility Determination	System must support on-line real-time automated eligibility determinations and benefit calculation capabilities for all programs administered by the counties.	
G-048	Eligibility Determination	Eligibility Determination	At the conclusion of the interactive interview, the system should correct or modify potential assistance groups (or cases) for all public assistance programs to reflect detailed data captured during the interactive interview process.	
G-049	Eligibility Determination	Eligibility Determination	The system must be capable of determining potential eligibility for a program based upon a minimal data set captured during the screening process as well as provide eligibility determinations for trial or "what if" situations.	
G-050	Eligibility Determination	Eligibility Determination	CASS will automatically establish and maintain Medicaid eligibility for SSI recipients. This includes receiving and processing eligibility record received from the Social Security Administration and issuance of medical cards. Users, with appropriate authorization, should have inquiry capability to view this information once added to CASS.	
G-051	Eligibility Determination	Eligibility Determination	The system must check and alert worker if a sanctioned client is reapplying to confirm that all standards are met before assistance is approved.	
G-052	Eligibility Determination	Eligibility Determination	CASS must support the allocation of a specific payment across more than one program.	
G-053	Eligibility Determination	Eligibility Determination	When sanction or disqualification information is entered into the system or generated by the system, CASS must have the ability to automatically determine eligibility for the case(s) and/or member(s) impacted by the sanction or disqualification action.	
G-054	Eligibility Determination	Eligibility Determination	When automatically notified from ACSES that child support greater than the grant amount is being paid, CASS must initiate an automated determination of eligibility for the TANF cases. If appropriate, the case should be closed as quickly as administratively possible. CASS must provide an easy method for re-opening the case if ongoing child support should stop. Please note, that for	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
			those months where there are 5 weeks, the use of a 5 week calculation may not be appropriate for determining ongoing receipt. CASS must apply appropriate policy and procedure for determining the appropriate amount of the ongoing payment.	
G-055	Eligibility Determination	Eligibility Determination	When determining cash assistance, system must be capable of identifying portions of a grant that are attributable to a specific member. This information should then be made available to the ACSES system for use in child support activities including disbursements.	
G-056	Eligibility Determination	Eligibility Determination	CASS must be capable of receiving collections data from ACSES on a daily basis. When the collections information indicates ongoing child support exceeding the grant, CASS must recalculate eligibility using the ongoing child support collections and change the ongoing cash assistance or discontinue the case. Appropriate adverse action notices should be generated by the system and forwarded to the clients. CASS must also provide an easy process for reopening these cases should the ongoing child support cease. Appropriate alerts about this action should be generated for the responsible workers.	
G-057	Eligibility Determination	Eligibility Determination	When the eligibility determination results in the closure or a case or member, system must automatically determine eligibility for other programs and/or transitional services and alert the worker on-line regarding the determinations or options available allowing the user to collect and/or take actions to complete the authorizations as needed.	
G-058	Eligibility Determination	Eligibility Determination	Include benefit calculation processing for all programs supported by the CASS system including, but not limited to, cash assistance (Work First New Jersey – TANF, Work First New Jersey – Genial Assistance, Emergency Assistance, Low Income Home Energy Assistance, Social Services for the Homeless, Child Care), Medicaid, New Jersey Family Care, and Food Stamp programs.	
G-059	Eligibility Determination	Eligibility Determination	Benefit Calculation logic must be based on the unique requirements for each assistance program supported. The logic, rules, and/or standards in affect for the month for which eligibility is being determined must be used in the benefit calculation process.	
G-060	Eligibility Determination	Eligibility Determination	CASS shall determine eligibility for cash assistance clients who are automatically eligible for Medicaid coverage, Medicaid only clients, and other medical programs administered by the Division. Each type of Medical Assistance eligible client will be designated as belonging to a coverage group or aid category for inclusion on the interface record. An interface between the Medicaid Eligibility determination in CASS and Medicaid information in MMIS shall support the transfer of necessary real-time information as well as scheduled data transfers.	
G-061	Eligibility Determination	Eligibility Determination	The CASS system must allow the eligibility determination calculator to be available in a trial or actual mode. The eligibility determination process must be available for use to determine potential legibility or actual eligibility in a given program.	
G-062	Eligibility	Eligibility Determination	The CASS system should include a modeling process that could be used to	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
	Determination		gauge the costs associated with a mass recalculation of program benefits.	
G-063	Eligibility Determination	Eligibility Determination	The system must recalculate benefits when a change becomes known that would impact authorized benefits not yet issued.	
G-064	Eligibility Determination	Eligibility Determination	When new and/or additional data has been entered into an existing case, CASS must determine if an overpayment or underpayment may exist as a result of the new information for the past, current, or future months. If a potential overpayment or underpayment situation exists, the user should receive an online real-time alert while working the case.	
G-065	Eligibility Determination	Eligibility Determination	When Medicaid eligibility ceases under one coverage group, the system must determine through roll down processing logic if Medicaid eligibility can or does exist under a different coverage group.	
G-066	Eligibility Determination	Eligibility Determination	There is a need to add an ability to do "what ifs" for policy and program changes for data that is loaded to tables.	
G-067	Eligibility Determination	Supervisory Approval	Allow supervisors the capability to identify the need for supervisory approval of specific case actions and/or worker at the county or work unit level.	
G-068	Eligibility Determination	Transitional Services	System must create case status for transitional services and track services received.	
G-069	Eligibility Determination	Eligibility Determination	Collect the results and reason of the eligibility determination and benefit calculation; other appropriate financial information including recoupment/collection, benefit history at the case and client level, and notice history specific to the program.	
G-070	Eligibility Determination	Eligibility Determination	Process a mass change for cost of living adjustments, including changes in Medicare Premiums Cost of Living Adjustments (COLAs) to state and federal benefit payments.	
G-071	Eligibility Determination	Eligibility Determination	All of the federal or state regulatory changes to eligibility standards, payment levels, deduction limits, and standard deduction amounts will be accomplished by Mass Change processing.	
G-072	Eligibility Determination	Eligibility Determination	Capability of processing a trial mass change without updating the permanent case records and producing reports on the effect of the trial mass change.	
G-073	Eligibility Determination	Eligibility Determination	Referral to the JOBS program will occur simultaneously with approval of the AFDC benefit.	
G-074	Eligibility Determination	Eligibility Determination	The system must generate an informational on-line alert to all workers informing them of a mass change, date implemented, and the changes that occurred as part of the mass change.	
G-075	Eligibility Determination	Eligibility Determination	CASS must ensure that an individual is not enrolled in more than one managed care organization at a time.	
G-076	Eligibility Determination	Eligibility Determination	Process a mass change that involves the development of new policy logic in response to changed federal or state regulations.	
G-077	Eligibility Determination	Eligibility Determination	Process a mass change that includes eligibility and benefits with an effective date of any day of any past, current or future month.	
H-001	Case Management	Case Assignments	CASS must provide the capability for supervisors to assign and reassign a WFNJ case manager to each participant.	
H-002	Case Management	Case Assignments	System must allow supervisor to reassign cases to workers by individual case,	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
			groups of cases, or entire caseloads.	
H-003	Case Management	Case Assignments	Automatically transfer alerts associated with a specific case/member when that case is transferred to another worker or county.	
H-004	Case Management	Case Assignments	CASS must provide a case transfer process that will allow authorized staff to assign and/or transfer one or more cases between workers, as well as assign and/or redistribute entire caseloads between workers or to other units on a permanent or temporary basis.	
H-005	Case Management	Case Assignments	Counties must have the ability to assign workers to a case.	
H-006	Case Management	Case Management	CASS will capture full Third Party Liability (TPL) information and have the capability to transmit that data to the NJ MMIS TPL files. If necessary, changes to TPL files in the NJ MMIS will be reflected in the CASS TPL information. TPL unit will have inquiry capability into CASS. Provide communication between the Special Investigations and Recovery Unit and TPL for Medicaid overpayment recovery. Automatically generate all required TPL forms.	
H-007	Case Management	Employability Plan	Allow the case managers to enter sequenced tasks or activities and timeframes the WFNJ or FS ETP participant's accomplishment of work activities and eligibility requirements. Case managers must also have the ability to re-sequence activities, if needed.	
H-008	Case Management	Employability Plan	System must support the collection of data elements to record the basic elements of a member's individual responsibility plan to include, but not limited to, the following: participant's employment goal, supportive services to be provided to the participant, and WFNJ activities to be undertaken by the participant.	
H-009	Case Management	Employability Plan	Capability to record and maintain in history multiple agreements as the employability plan evolves.	
H-010	Case Management	Employability Plan	CASS must support the ability to print and mail client/agency agreement or contracts (for example, Individual Responsibility Plan, Child Care Agreements) if the participant is not present in the office to sign the documents.	
H-011	Case Management	Employability Plan	CASS must allow the case manager to collect data that will record and maintain program characteristics, work assignments and activities, progress, and levels of participation.	
H-012	Case Management	Employability Plan	Track all activities and components through begin and end dates, with the capability to track multiple referrals, assignments, and components simultaneously.	
H-013	Case Management	Employability Plan	Following completion of case management activities, the system will generate alerts to the case manager to prompt a review of agreements and new activities.	
H-014	Case Management	Employability Plan	Capability to record and track progress for each participant as reported by the provider, including a measure of satisfactory participation, date of provider verification, and attendance over a specified period of time.	
H-015	Case Management	Employability Plan	CASS must have the ability to identify deviations in a participant's attendance based upon data entered or received and notify the case manager through alerts.	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
H-016	Case Management	Employability Plan	Record and track full historical information on the participant's participation in the various components or activities.	
H-017	Case Management	Employability Plan	Establish and maintain the appropriate participant and child records required for administering childcare services.	
H-018	Case Management	Employability Plan	CASS will be updated with, but not limited to, the following: change in participant WFNJ exemption status, change in participant employment status, information related to exemption status, failure to cooperate with WFNJ, termination of WFNJ participation,	
H-019	Case Management	Employability Plan	The system must have the ability to edit service types entered into the system and provide automated alerts to the user identifying conflicts in type of services authorized and time of services received. This check should also be performed periodically to identify cases that may need reauthorization.	
H-020	Case Management	Employability Plan	CASS must provide the ability for authorized users to monitor participation rates in any specific program or category. When needed, the authorized users must have the ability to modify criteria to lower or raise prioritization used to assign clients to specific programs or tasks to ensure that the participation rates are met.	
H-021	Case Management	Employability Plan	Cass will include data fields that can be used to record the dates that Individual Responsibility Plans (IRP), Child Care Agreement, or other contracts will begin and end. Where the contracts and/or agreements include multiple tasks, the system must allow tracking of estimated and actual dates.	
H-022	Case Management	Employability Plan	Automatically generate the Agency/Participant Agreement for the participant signature if electronic signature is not available.	
H-023	Case Management	Employability Plan	Record and track for child care for, both child and provider, number of hours in care, days in care, percentage of time in care, and status (full/part time).	
H-024	Case Management	Case Management	For cases/programs where an individual must participate in specific case management activities, CASS must provide case summary screens that displays information including, but is not limited to, the following: referral to program components or activities,	
H-025	Case Management	Case Management	Through the use of a single, unique identifier for each person, CASS will ensure that client data are immediately applied to the Managed Care case, providing accurate status and TPL data.	
I-001	Provider Management	Providers	Issuance must include: vendor payment; vouchers; allow for client or provider reimbursement; produce direct payments to providers; avoid payment over the maximums; allow for one payment for single or multiple time periods and in the case of providers, for multiple clients; allow for two-party checks, co-payments; calculation of over/under payments; generate 1099 forms; and allow for off-setting.	
I-002	Provider Management	Providers	Produce notices to providers listing all participants authorized to receive the provider's services, and listing payments per reporting period by participant.	
I-003	Provider Management	Providers	CASS must allow the ability to cross-reference each provider with one or all members receiving services/activities.	
I-004	Provider Management	Providers	Notice function will have the capability to print and mail provider reporting forms that must be completed by the provider for case management activities.	



Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
I-005	Provider Management	Providers	Automated capabilities for identification of child care providers for the subsequent referral of children for available day care slots.	
I-006	Provider Management	Providers	CASS must ensure participants' waiting lists (for example, child care, community work experience, alternative work experience) are matched to available providers based on the choice of the participant, the type of contract, and the type of eligibility.	
I-007	Provider Management	Providers	CASS must include functionality that allows a county or office to create a waitlist for a specific program and automatically add or remove persons from the waitlist based upon program availability and/or redeterminations of eligibility. The system must allow authorized users functionality to automatically sort and/or prioritize persons on the waitlist based upon county specific variables.	
I-008	Provider Management	Providers	CASS should support the use of one provider/vendor file that can be updated at both the county and state levels for all types of vendors used to support the various programs. The system should provide automated capabilities for monitoring, tracking, and updating provider/vendor information.	
I-009	Provider Management	Providers	Data fields will link each activity with the source provider, record provider data regarding attendance and progress for each participant, and associate the data with the appropriate time periods.	
I-010	Provider Management	Providers	Waiting list capability must be provided to track the availability of child care and the priority of children for enrollment.	
I-011	Provider Management	Providers	Capable of removing individuals from the waiting list automatically if they are selected for services.	
I-012	Provider Management	Providers	Allow printing of the waiting list without printing screen by screen.	
I-013	Provider Management	Providers	Establish and maintain a record of each provider/vendor that should include but not be limited to rate information, services provided, demographic information, and health and safety information.	
I-014	Provider Management	Providers	Waiting list must be prioritized by multiple criteria including but not limited to program type, type of care, level of need and funding source.	
I-015	Provider Management	Providers	The system must provide the capability to add providers/vendors to a single file	
I-016	Provider Management	Providers	Must have fields to identify providers/vendors including but not limited to contract providers, registered providers, accreditations, license/unlicensed providers, and family member.	
I-017	Provider Management	Providers	Licensed contract providers, maintained on a single vendor file used by CASS, will be identified through the interface with Division of Youth and Family Services (DYFS) and Family Day Care Agency.	
I-018	Provider Management	Providers	CASS must support the generation of one check to a provider/vendor that may include payment related to more than one case or person. The system must produce a "remittance advice" or recap of the cases, persons, and amounts included in the payment being made.	
I-019	Provider	Providers	Automatic generation of notices to service providers for referral and to request	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
	Management		participation attendance and progress verification.	
I-020	Provider Management	Providers	CASS should support the creation and maintenance of a file that maintains a single resource listing of providers/vendors used throughout the state to provide services such as supportive services or child care for WFNJ. Staff should be able to inquire and sort this file using one or more variables (for example, vendor name, county location, phone number, address).	
J-001	Case Tracking	Alerts	When conciliation process is started, alerts must go out to all program workers involved in case.	
J-002	Case Tracking	Alerts	Capability for the child care worker to establish alerts.	
J-003	Case Tracking	Alerts	Workers will be able to generate an unlimited number of alerts per case as reminders.	
J-004	Case Tracking	Alerts	Capability to prioritize and sort alerts by various criteria, providing staff with optimal management resources.	
J-005	Case Tracking	Alerts	The system must provide the worker and/or other users the ability to select specific parameters (for example, a date range) that can be used to select and display alerts of a specific type or for a specified date range.	
J-006	Case Tracking	Alerts	CASS must provide an online display of alerts to supervisors, administrative supervisors, and other state or county management staff based upon criteria entered by the supervisors to identify specific types of case actions and/or workers for whom the supervisor wishes to monitor the outstanding work or alerts/actions that have not been acted upon. This functionality should provide a tool for measuring the workload status of the workers in the supervisory unit or office, as well as any other grouping of workers for case assignment purposes.	
J-007	Case Tracking	Alerts	Allow the worker to tailor the display of alerts by selecting the type of alerts desired, such as pending applications.	
J-008	Case Tracking	Alerts	The system should allow the worker to select specific alerts for viewing by stipulating certain criteria such as case, client ID, type of alert, or data range. The type of alerts viewable must be based upon county's specific parameters selected at the county level.	
J-009	Case Tracking	Alerts	Through alerts function, automatically notify staff of any information which may effect program status including but not limited to the following: termination of benefits, change in exemption status, monthly grant payments, child support payments, and individuals added or deleted from the household.	
J-010	Case Tracking	Alerts	Alert capability will allow staff to send alerts to each other as well as provide automated alerts for specific actions and conditions.	
J-011	Case Tracking	Case Tracking	Allow workers to add their own alerts or send alerts to other workers by identifying the appropriate client or assistance unit and setting a future alert date for tracking.	
J-012	Case Tracking	Case Tracking	Capability to generate an alert when an automated verification sources return data for a client to inform the worker that an inquiry should be made to the automated verification interface screens.	
J-013	Case Tracking	Case Tracking	CASS must include an online alert function to provide system users (for	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
			example, caseworkers, case managers, supervisors) with prompts for upcoming participant events for clients entered into the CASS system.	
J-014	Case Tracking	Case Tracking	Capability to easily modify the criteria used to generate alerts at the county level or at a specific work unit level.	
J-015	Case Tracking	Case Tracking	Identify changes in status that affect exemption, refer applicants or recipients meeting non-exempt criteria, and automatically produce appropriate notices for the participant.	
J-016	Case Tracking	Clearance	Intake process consists of registration of application for assistance, clearance on all individuals related to a case showing past and present participation, assignment of case and unique client identifiers, identification of immediate needs including screening for Expedited Services for Food Stamps, and collection of data to support the full application process.	
J-017	Case Tracking	Tracking	Automatically manage all of the critical start, end, and effective dates for all automated eligibility and benefit calculation processes, including adverse action periods.	
J-018	Case Tracking	Tracking	CASS must have the ability to ensure that applications received and entered into the system are completed timely. This includes generating alerts to the worker and supervisor identifying cases nearing the time limits. Additionally, system should include a function that allows a worker and/or supervisor to identify applications that may need to go beyond the standard processing time limits due to unusual circumstances.	
J-019	Case Tracking	Tracking	CASS must ensure that any update to individual or household information automatically causes a recalculation of eligibility for all related programs, when appropriate. Based upon some program rules or parameters, some programs may not require recalculation (for example, dollar amount of change reported is below threshold for reportable change in the food stamp program). A related program is one in which the client participates or has income and/or assets which affect the eligibility or benefit entitlement of another case.	
J-020	Case Tracking	Tracking	CASS must ensure that Food Stamp assistance units with an expired certification date must be closed automatically after appropriate notice is system generated.	
J-021	Case Tracking	Tracking	Medicaid assistance units receiving Transitional Medicaid must be closed at the end of the period of transitional Medicaid eligibility.	
J-022	Case Tracking	Tracking	Automatically track action taken and delete alerts from the display as the case actions and reviews are completed.	
J-023	Case Tracking	Tracking	Allow workers to delete alerts that cannot be automatically tracked and deleted by the system.	
J-024	Case Tracking	Tracking	System must track case sanctions/closure and alert child care worker so child care payments can be adjusted.	
J-025	Case Tracking	Tracking	Perform timeliness tracking on all applications and eligibility determinations/redeterminations including case changes.	
J-026	Case Tracking	Tracking	Alerts will be used to ensure monitoring of compliance with the Employability Plan.	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
J-027	Case Tracking	Tracking	Generate alerts to identify ending dates of the Individual Responsibility Plan (IRP) or Employability Plan or its components.	
J-028	Case Tracking	Tracking	On an on-going basis, automatically track conditions that affect participant status with WFNJ or FS ETP case management activities or other initiatives.	
J-029	Case Tracking	Tracking	Automated alerts to the appropriate child care worker whenever certain conditions affecting eligibility are identified.	
J-030	Case Tracking	Tracking	Track satisfactory progress in education or training for periodic re-evaluation and produce alerts to notify workers of needed case action.	
J-031	Case Tracking	Tracking	Alert workers to applications approaching the program time standard deadline.	
J-032	Case Tracking	Tracking	Once the time standard deadline is established, the system must generate an alert indicating the due date.	
J-033	Case Tracking	Tracking	Track all timeframes and produce alerts that notify the case worker of activities needed to process or maintain the case.	
J-034	Case Tracking	Tracking	Tracking includes application due dates, expiration dates, redetermination dates, and other actions needed that are recorded by the case worker.	
J-035	Case Tracking	Tracking	All verification tracking will be performed by the system.	
J-036	Case Tracking	Tracking	Replace all of the alerts, tickler files, and case tracking and timeliness reports now performed manually with on-line alerts.	
J-037	Case Tracking	Tracking	Date tracked and management events will automatically generate alerts, including, but not limited to, the following: scheduled appointment date, scheduled beginning component activity, end of ongoing component activity, authorization time for supportive services, and sanction expiration.	
J-038	Case Tracking	Tracking	Automatically remove alerts with the completion of certain activities and/or when the data element is updated.	
J-039	Case Tracking	Tracking	Based on pre-determined criteria, the system will have the capability to automatically generate specific or overdue alerts to supervisors.	
J-040	Case Tracking	Tracking	System must utilize on-line alerts to eliminate the need for manual tickler files, and provide assistance in managing caseloads through automated online case management tracking and automated report production that would eliminate the manual tracking reports.	
J-041	Case Tracking	Tracking	Changes in exemption status for WFNJ, FS ETP, or other initiatives will be reported to the eligibility worker or case manager on-line at time of data entry. If other workers must be notified, notification should be complete through generation of alerts.	
J-042	Case Tracking	Tracking	Sequentially track the portions/components of the Individual Responsibility Plan or Employability Plan including the supportive services to be provided and activities to be undertaken by the participants.	
J-043	Case Tracking	Tracking	Generate alerts for system identified discrepancies between the various Individual Responsibility Plan or Employability Plan components.	
J-044	Case Tracking	Tracking	System must indicate any activity that is determined to be overdue on both the worker's and supervisor's alert list based upon parameters entered/selected by the supervisory staff within that county.	
J-045	Case Tracking	Tracking	The system must provide the supervisor and other administrators with alert	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
			summary screens to track the progress of the workers in the supervisory unit based on parameters entered by the supervisory or administrative staff for the selection and display of online alerts. Where possible, entry of data and/or completion of case actions should automatically clear alerts from the system.	
J-046	Case Tracking	Tracking	The system should display an individual worker's pending alerts summarized, within type or sorted using other criteria entered by the worker or supervisor.	
J-047	Case Tracking	Tracking	The system must generate alerts to the worker and/or supervisor regarding pending cases, actions due within a supervisory-specified number of days, and action overdue. The alerts should be sorted by categories or other variables selected by the supervisor or worker.	
J-048	Case Tracking	Tracking	Support a WFNJ component function for tracking and monitoring of conditional mandates, optional mandates, and other components.	
J-049	Case Tracking	Tracking	Shared information will generate alerts for appropriate program staff.	
J-050	Case Tracking	Tracking	Cases requiring action will be tracked and displayed on the worker and supervisor (county optional) alert screen.	
J-051	Case Tracking	Tracking	Once an application is registered, all application timeliness tracking must be initiated, including identifying client and agency-caused delay. System must produce appropriate alerts for the worker and/or supervisor of action nearing appropriate time limits for processing.	
J-052	Case Tracking	Tracking	Data fields will record the date the WFNJ and FS ETP agreements are signed to identify the date each agreement became legally binding and the date the agreement will end.	
J-053	Case Tracking	Tracking	Generate alerts when an authorization limit has been reached and when a participant ceases component activity during a period of authorization.	
J-054	Case Tracking	Tracking	Generate alerts when the system identifies an invoice or voucher that is inconsistent with the supportive services authorization recorded on the system.	
J-055	Case Tracking	Tracking	Automatically generate alerts whenever a participant's attendance deviates from scheduled hours by more than a pre-defined tolerance level.	
J-056	Case Tracking	Tracking	Provide tracking of each participant's utilization of allocated funds.	
J-057	Case Tracking	Tracking	Maintain and report collection adjustments, such as recoupment deduction adjustments or recoupment status changes.	
J-058	Case Tracking	Tracking	Fully automate the due date calculation, tracking, reporting, and worker alert functions for all pending applications, including Expedited Food Stamp applications.	
J-059	Case Tracking	Tracking	System must track the adverse action time period for grant reductions and closures and automatically complete the action without user intervention.	
J-060	Case Tracking	Tracking	Automate tracking and intra departmental communication for cases that are referred to other system users in specialized administrative units such as Fair Hearing, Quality Control, DOL, UCCA, Claims Unit, or CSP.	
J-061	Case Tracking	Tracking	CASS must track referrals and provide alerts to workers if follow-up is required.	
J-062	Case Tracking	Alert	Interfaces will allow communication though all programs and workers in the	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
			system and allow for cross program alert functionality.	
J-063	Case Tracking	Tracking	Need to track assessment referrals and store data that is received. Assessment types include but are not limited to: substance abuse, alternative work experience, legal, counseling, metal health.	
J-064	Case Tracking	Tracking	Receipt of child support payment information will automatically trigger an alert to redetermine and recalculate all affected cases on CASS.	
J-065	Case Tracking	Tracking	Track child care supportive service referrals by linking the participant to all dependent children in the assistance group.	
K-001	Disbursement	Disbursement	Allow for the issuance of the supplemental payment, if appropriate.	
K-002	Disbursement	Disbursement	Capability to issue all benefits and/or vendor payments through EBT or EFT. Including the ability to accept files from other systems to ensure only one record is forwarded to the EBT vendor for a client.	
K-003	Disbursement	Disbursement	CASS must allow workers, with supervisory approval, to authorize issuance of replacement checks and/or vouchers or reissuance of checks and/or vouchers that are issued outside the EBT or EFT process.	
K-004	Disbursement	Disbursement	CASS must generate and mail payments and vouchers to participants and/or vendors, as appropriate.	
K-005	Disbursement	Disbursement	CASS must have the ability to issue one payment to a vendor for multiple clients and services in a given time period.	
K-006	Disbursement	Disbursement	CASS must provide automated capability to support child care payments, generation of notices, and provider activities.	
K-007	Disbursement	Disbursement	CASS must provide for daily as well as monthly issuances of Food Stamp benefits through Electronic Benefit Transfer.	
K-008	Disbursement	Disbursement	CASS must support issuance of one-party or two-party checks. Additionally, system must support the tracking of the status of the payment to a vendor/client. This includes, but is not limited to, check cancellations, stop payments, voids, and reissuances. System must produce an aging report on all outstanding checks.	
K-009	Disbursement	Disbursement	CASS must support the issuance of benefits to new, special cases, and supplemental payments for cases/recipients on a daily basis.	
K-010	Disbursement	Disbursement	CASS must support the issuance of TANF, General Assistance, Child Care, Medicaid, or Food Stamp benefits on a monthly schedule. CASS must support the issuance of all programs including those listed above on a daily basis as needed for new payments for new applications/members, special payments, supportive payments.	
K-011	Disbursement	Disbursement	Clients who have requested fair hearings will be identified during the issuance process so that, when appropriate, the previous benefit amount can be continued pending the outcome of the fair hearing.	
K-012	Disbursement	Disbursement	Generate all Medicaid ID cards as well as replacement cards as needed, with printing of replacement I.D. cards in the local office if requested.	
K-013	Disbursement	Disbursement	Identify Food Stamp allotments as monthly, daily, expedited, supplemental, restoration, replacement, or retroactive.	
K-014	Disbursement	Disbursement	Medicaid cards will be system-generated with the correct TPL and HMO	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
			information on them.	
K-015	Disbursement	Disbursement	Provide capability to hold payments and release them on-line.	
K-016	Disbursement	Disbursement	Provide for daily issuance of replacement and special one time payments.	
K-017	Disbursement	Disbursement	Record and track authorized time periods for payment, prohibiting unauthorized payments.	
K-018	Disbursement	Disbursement	Record authorization of each supportive service approved for the participant through on-line entry of authorization data.	
K-019	Disbursement	Disbursement	Support multiple and overlapping supportive services authorizations as well as multiple providers within a timeframe.	
K-020	Disbursement	Disbursement	Identify eligible cases and then issue all checks, Food Stamps, Medicaid cards, and Emergency Assistance payments to vendors.	
K-021	Disbursement	Disbursement	Capability to issue all benefits to residence, mailing address, or authorized representative addresses as well as to the local office.	
K-022	Disbursement	Disbursement	On-line screens will allow workers to record lost and stolen benefits, to request stop payment of a check, and authorize replacement benefits.	
K-023	Disbursement	Disbursement	Stop payment requests will be tracked through the automated system to minimize authorization of duplicate benefits.	
K-024	Disbursement	Disbursement	Provide full support for payment issuance to participants and providers.	
K-025	Disbursement	Disbursement	Automated capabilities to process payment actions for administration of child care.	
K-026	Disbursement	Disbursement	CASS must provide the capability to identify the availability of funds allocated by program type and encumbrance of these funds by user-defined time periods.	
K-027	Disbursement	Disbursement	Post an entry to Benefit Issuance History for each benefit produced, including Medical Assistance Benefit Issuances such as Medicaid ID cards.	
K-028	Disbursement	Disbursement	CASS must support the ability of authorized persons to manually adjust an automatically calculated benefit amount within specific parameters.	
K-029	Disbursement	Disbursement	CASS must provide the ability to direct portions of a single payment to a vendor to more than one party. An example would include a need to send the vendor and IRS a portion of the check when an IRS garnishment (tax lien) is in place. System must also support the redirection of a check to the IRS based on an IRS garnishment rather than requiring the check to be voided.	
K-030	Disbursement	Disbursement	CASS must support the issuance of a payment to a vendor/provider for multiple clients and services for a given time period.	
K-031	Disbursement	Disbursement	CASS must support the printing of checks in the local office when an authorized user selects this option. CASS must have the capability to assign a sequential check number and print all pertinent information on blank stock check paper in the local office.	
K-032	Disbursement	Disbursement	CASS must be capable of supporting all payment functions supporting the issuance of a payment to or on behalf of a client.	
K-033	Disbursement	Disbursement	For Emergency Assistance, the CASS system must require worker and/or supervisor action on a quarterly basis prior to the issuance of the same type of assistance for subsequent months.	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
K-034	Disbursement	Reconciliation	CASS must support an interface between CASS and MMIS that ensures consistency between Medicaid card issuance and Medicaid eligibility for claims.	
K-035	Disbursements	Reconciliation	CASS must support the reconciliation of issuance records generated by the system and the benefits issued through EBT or EFT.	
K-036	Disbursement	Reconciliation	Reconcile benefits according to all federal and state program requirements.	
K-037	Disbursement	Reconciliation	CASS will provide fully automated support for reconciliation of checks, vouchers, food stamps, and medical cards in order to account for issuance. System must support the generation of on-line or printed reports that provide a rollup of expenditures by program or by person for a designated time period.	
K-038	Disbursement	Reconciliation	CASS must support processes to ensure data exchanged with other systems is valid and intact. This could include providing reconciliation files that are matched against other systems or providing record counts that indicate the number of record sent and received.	
K-039	Disbursement	Recoupment	CASS must provide recoupment and recovery functionality for all appropriate programs.	
K-040	Disbursement	Recoupment	Recoupment/recovery function will allow recoupment of overpayments for authorized payments.	
K-041	Disbursement	Recoupment	System must be capable of performing recoupment functions including, but not limited to, automatically adjusting benefit amounts by an allowable recoupment amount.	
K-042	Disbursement	Disbursement	Automated inquiry will include: Transaction Inquiry, Benefit Issuance History, and Benefit Adjustment History.	
K-043	Disbursement	Disbursement	CASS must provide summary screens that provide a detailed listing of all benefits (for example, cash, vouchers, food stamps, medical cards) authorized and issued for a case over the life of the case. This summary screen should be available for anyone authorized to view the information.	
K-044	Disbursement	Disbursement	CASS must provide the capacity for on-line inquiry into all issuance files at a summary or detailed level.	
L-001	Overpayments	Overpayments	CASS must fully support the automatic recoupment of benefit amounts for repayment of overpayments using a percentage of the benefit amount to be paid. Recoupment for a specific claim could be applied to one or more related cases. CASS must have the ability to adjust the recoupment amount when the claim balance is less than the recoupment amount based on the percentage of the benefit amount.	
L-002	Overpayments	Overpayments	CASS must generate all files required to support TOPS and SOILS treasury offset processes using appropriate criteria for selecting the cases/members to be sent. Additionally, the system must provide an indicator to the user to identify those cases/members that were selected by TOPS or SOILS to be sent to federal/state tax authorities and when the referral was initiated. When TOPS or SOILS have selected cases/members for submission, CASS should provide an electronic file validating the current status of the overpayments including current balances.	
L-003	Overpayments	Overpayments	CASS must support the assignment of a claim to a claims unit worker or other	



Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
			county staff authorized to process claims. Some counties have specialized units for processing claims, others rely on the existing eligibility staff to complete the claims calculations.	
L-004	Overpayments	Overpayments	CASS must support the establishment of multiple claims for the same case or persons and maintain and process each one separately from the others).	
L-005	Overpayments	Overpayments	Collect by benefit month the reason for the benefit error, such as agency error, client error, or fraud/Intentional Program Violation.	
L-006	Overpayments	Overpayments	Generate all notices to the client for recoupment and collection activity.	
L-007	Overpayments	Overpayments	Overpayments will be tracked from the moment of discovery until the overpaid amount is completely recovered.	
L-008	Overpayments	Overpayments	Recoupment must automatically cease when the outstanding balance is recovered.	
L-009	Overpayments	Overpayments	Provide an increased level of automation to the discovery, calculation, referral, investigation and recovery of erroneously paid assistance.	
L-010	Overpayments	Overpayments	Support the collection of historical data, recalculate historical benefit months, allow for and track recoupment and collection activities, have the capability to calculate and account for all overpayments and underpayments, and produce all necessary reports to meet state and federal requirements.	
L-011	Overpayments	Overpayments	Claims process must be automated to allow the following functions to be processed on-line: establishment of a new claim, modification of an existing claim, suspension of a claim, termination of a claim (closed prior to claim being paid in full), and closure of a claim (closed once claim is paid in full). System must capture status codes in addition to reason codes (for example, bankruptcy, person deceased, claim not collectable).	
L-012	Overpayments	Overpayments	Calculate overpayments/underpayments retroactively when mass changes are implemented.	
L-013	Overpayments	Overpayments	Fully support historical updates to assistance unit and client data. Maintain both the original circumstances and all historically changed circumstances for each assistance unit by benefit month.	
L-014	Overpayments	Overpayments	When the historical change results in an underpayment, the system must determine the existence of an established overpayment claim and invoke offset processing, if appropriate.	
L-015	Overpayments	Overpayments	When historical change results in an overpayment, if appropriate the system must establish the claim, generate and track the demand notices, initiate recoupment, and allow for suspension of the claim.	
L-016	Overpayments	Overpayments	Associate the claim at both the assistance unit and client level, depending on specific program policies.	
L-017	Overpayments	Overpayments	Track collection activities and keep a historical record of outstanding claims balances.	
L-018	Overpayments	Overpayments	Update benefit history with information regarding benefit errors, corrective payments, duplicate issuances, and recoupments.	
L-019	Overpayments	Overpayments	Automatically calculate the recoupment amount and deduct it from the scheduled benefit issuance.	

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L-020	Overpayments	Overpayments	If there is an overpayment, check the reconciliation process to determine if benefits were cashed.	
L-021	Overpayments	Overpayments	Allow for the input of refund amounts, restitution amounts, manually received payments, and advance payment amounts.	
L-022	Overpayments	Overpayments	Automatically update the appropriate accounts and balances through this function and display by assistance unit all recoupment/collections activity on an accounts receivable screen.	
L-023	Overpayments	Overpayments	Support multiple recoupment situations where one claim is being recouped from multiple assistance units.	
L-024	Overpayments	Overpayments	Alert function will allow the case worker and Claims Unit worker to communicate with each other and provide updates.	
L-025	Overpayments	Overpayments	CASS must support the ability to enter the receipt of payments made by a client in-person in an on-line, real-time environment and generate a receipt for that payment if the county wishes to use this function. The receipt number and payment information should be maintained by the system and allow users to calculate in-person receipts for a given time period (for example, daily).	
L-026	Overpayments	Overpayments	When a potential overpayment is discovered for a Medicaid case, CASS must produce an electronic referral to Medicaid requesting medical payment information (including service dates) for the period of the overpayment. If available, CASS should accept an electronic file from Medicaid where this information is used to automatically update the claims data to the extent possible without worker intervention.	
L-027	Overpayments	Overpayments	CASS must allow users to identify person(s) responsible for a claim and apply the overpayment to more than one case when persons responsible for the claim are in different cases.	
L-028	Overpayments	Overpayments	CASS must support the on-line, real-time debit/credit of amounts to an overpayment or underpayment balance.	
L-029	Overpayments	Overpayments	For all overpayments or recoveries, CASS must track the appropriate program/account codes where monies should be applied when received. The system should apply a default hierarchy unless an authorized person from a county has selected an override that would apply the monies based upon a county specific hierarchy.	
L-030	Overpayments	Overpayments	System must support the generation of all overpayment/underpayment related notices (e.g., adverse action, demand letters, monthly bills), agreements (e.g., repayment agreements), and/or referrals for legal action (e.g., civil judgments, garnishments, liens). CASS must provide users the ability to stop the production of all or specific notices for certain overpayments/underpayments based upon case circumstances. A history of all notices generated should be maintained.	
L-031	Overpayments	Overpayments	CASS must support the accounting for collections and disbursements that may not be associated with a specific case or member.	
L-032	Overpayments	Overpayments	CASS must support the tracking of referrals by type that are generated for hearings or referrals for legal action by the local prosecutor or other parties.	
L-033	Overpayments	Overpayments	For all overpayments, CASS must maintain a history of the original balance, all	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
			subsequent payments, types, when received, receipt numbers (if known), and programs where monies were applied, outstanding balance, and current claim status.	
L-034	Overpayments	Overpayments	CASS must support the generation of all overpayment/underpayment related reports for all programs. Where data may not be available to CASS for completion of the report, CASS should populate as many fields of the reports as possible.	
L-035	Overpayments	Overpayments	CASS should support the issuance of refunds that are appropriate where payments are received for more than the remaining balance on a claim. System must produce alerts to appropriate workers to initiate changes in certain processes that could result in overpayments to the agency such as garnishment actions.	
L-036	Overpayments	Overpayments	Provide an interface to FNS to report treasury offsets to repay non-entitled Food Stamp benefits and to determine whether a debt was offset, a refund on a debt was made, or a reversal was performed. Please note, that for those months where there are 5 weeks, the use of a 5 week calculation may not be appropriate for determining ongoing receipt. CASS must apply appropriate policy and procedure for determining the appropriate amount of the ongoing payment.	
L-037	Overpayments	Overpayments	Provide an interface with the NJ Lottery to identify winners for whom there is an outstanding debt.	
L-038	Overpayments	Overpayments	If an individual fails to cooperate with required eligibility factors, system will generate alerts for the appropriate worker to initiate disqualification or sanction activities.	
L-039	Overpayments	Overpayments	CASS must support immediate online communication of critical information and activity status between the worker and claims specialist. This support includes an online referral process that allows the worker or other person identifying a potential claim to enter supporting information regarding the claim. Where appropriate, CASS should require supervisory approval prior to submission of the claim referral. Once a potential claim is referred, system must implement case tracking to ensure claim is processed (for example, investigated, calculated, established) timely.	
L-040	Overpayments	Overpayments	Claims processing will use an integrated approach to this function that will include the following: Full historical eligibility processing for all prior months based on the logic in effect for that month. Tracking of collection activities and keeping a historical record of outstanding claims balances. Maintenance and reporting of the appropriate accounts and balances. Display of all recoupment/recovery activity on an accounts receivable screen. Tracking of processing multiple types of claims and recoupments simultaneously, including the balance, amounts of recoupments and claims, and amount collected to date. CASS must ensure data available for inquiry and update in an on-line, real-time mode and must be trackable at the case and member level.	
L-041	Overpayments	Overpayments	For historical changes, compute what the benefit should have been and	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
			determine the overpayment error amount using the program requirements, eligibility tables, standards, and system logic in place for the benefit month being calculated.	
L-042	Overpayments	Overpayments	When several months of benefit errors may comprise one claim, CASS must maintain both the total claim amount as well as the overpayment amount for each of the benefit months included in the claim. This information should be available for use in creating client notices (for example, demand letters) or other documents/reports where the totals from each month must be reported.	
L-043	Overpayments	Overpayments	CASS must support the ability to generate all forms, letters, and receipts necessary for processing the recovery of overpayments.	
L-044	Overpayments	Overpayments	Generate an on-line alert to the Claims Unit, where they exist in a county) as a result of a worker initiated referral that has been entered on-line. The referral will include appropriate case/person demographics as well as supporting information regarding the specific claim.	
L-045	Overpayments	Overpayments	CASS must support the tracking of each claim referral, investigation, calculation, and payments and allow authorized users to view this outcome information at a summary or detailed level. Where necessary, CASS must produce alerts for the appropriate workers as needed to inform them of status or initiate specific actions.	
L-046	Sanctions/ Disqualifications	Sanctions/ Disqualifications	CASS must be able to capture good cause status for all sanctionable requirements for all programs. If good cause for failure to comply is not established, CASS must automatically initiate sanction activity including the generation of notices, and establishing sanction periods.	
M-001	Hearings and Appeals	Hearings and Appeals	Allow BARA, county, and municipality workers to view and/or update the system, to the extent they are permitted, with fair hearings requests, status, and applicable dates.	
M-002	Hearings and Appeals	Hearings and Appeals	Information from the fair hearings screens will be used to track the fair hearings process and resolution, and produce local agency worker alerts to initiate the extension of continued benefits according to individual program policies.	
M-003	Hearings and Appeals	Hearings and Appeals	Produce all fair hearings notices, forms, and reports.	
M-004	Hearings and Appeals	Hearings and Appeals	Support the fair hearings process for all programs including, but not limited to, TANF, Food Stamps, GA, SSI, Medicaid, and NJ Cares for Kids, through CASS.	
M-005	Hearings and Appeals	Hearings and Appeals	Provide access to all case and participant information, subject to information access privileges, needed to support the hearings and appeals process.	
N-001	Notices	Notices	Automatic generation of authorization notices to participants and providers.	
N-002	Notices	Notices	CASS must automatically generate notices required by all programs to be sent to participants, clients, and providers.	
N-003	Notices	Notices and Letters	CASS must provide users with the ability to review and release notices prior to their generation and sending at the local or central office level. The system must also support the automatic release or stopping of certain notices identified by the state (e.g., mass mailing resulting from mass changes,	

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			program changes).	
N-004	Notices	Notices and Letters	CASS must routinely produce the appropriate client notice for each affected assistance unit and automatically compute the effect of a cash assistance grant change on any related assistance unit	
N-005	Notices	Notices and Letters	Notices must conform to all program requirements.	
N-006	Notices	Notices and Letters	Number of pages per notice will be unlimited.	
N-007	Notices	Notices and Letters	Where appropriate, the system must ensure the participant's rights and responsibilities are printed on all appropriate documents.	
N-008	Notices	Notices and Letters	Case workers will have the ability to add free-form comments to notices.	
N-009	Notices	Notices and Letters	Generated notices must include all reasons for an action taking place, and not be limited to one reason.	
N-010	Notices	Notices and Letters	Capability to send notices to an alternate address, such as mailing versus residence.	
N-011	Notices	Notices and Letters	Capability to send notices to multiple parties, including the head of household, individuals within a case, payees, and to interested third parties such as attorneys.	
N-012	Notices	Notices and Letters	Notice text must be maintainable by non-technical users.	
N-013	Notices	Notices and Letters	CASS should be able to send notices and letters via email and fax as well as mailing of paper-based documents.	
N-014	Notices	Notices and Letters	CASS must provide generic, customizable forms to permit simple creation of individual ad hoc notices or creation of county-specific templates/forms.	
N-015	Notices	Notices and Letters	Need to have the ability to do mail merge using database from this system or other databases from the local office.	
N-016	Notices	Notices and Letters	CASS must support 2nd party (typically, a supervisor) review of all worker-generated or modified notices, including sending alerts, enabling reviews and approvals of the notices, and time-stamping all steps in this process. Counties should be able to establish and implement 2nd party review policy, including specifying the types of notices requiring review.	
N-017	Notices	Notices and Letters	CASS must support the addition of local and customized notices and letters by each county.	
N-018	Notices	Notices and Letters	CASS must support notices and letters that cross program boundaries and support the presentation of related information over multiple programs.	
N-019	Notices	Notices and Letters	CASS must support the ability to perform ad hoc queries and permit preparation of notices or letters based on the query results.	
N-020	Notices	Notices and Letters	CASS must be able to automatically produce notices and letters based on date and program-dependent criteria.	
N-021	Notices	Notices and Letters	CASS must support the viewing and management of pending (i.e., not yet printed) notices and letters.	
N-022	Notices	Notices and Letters	CASS must support the selection of notice or letter content from pre-defined options for the preparation of custom notices and letters.	
N-023	Notices	Notices and Letters	CASS must maintain and track historical versions of notices and letters.	
N-024	Notices	Notices and Letters	All letters or notices sent to a client should be automatically added to the client's case file and easily viewed from there.	

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N-025	Notices	Notices and Letters	CASS must provide the ability for authorized users to update templates, text, references to regulations or policy, or addresses without the need for systems staff. Users should have the ability to implement the changes immediately or to designate a date in the future when the new text should be used.	
N-026	Notices	Notices and Letters	Notice must be generated for the client indicating the reason for any case action.	
N-027	Notices	Notices and Letters	CASS must provide the flexibility to support the printing of all program notices at either a central (state or county) or local facility. This should apply for both individual as well as groups of notices.	
N-028	Notices	Notices and Letters	In certain cases, notices must automatically make referrals to other appropriate programs.	
N-029	Notices	Notices and Letters	CASS must be capable of storing, retrieving, displaying, printing, and mailing notices and letters in multiple languages, including but not limited to Spanish, Russian, Chinese, Hebrew, Arabic, and Bosnian. CASS is not responsible for machine translation of English documents.	
N-030	Notices	Notices and Letters	CASS must be able to generate, print, and distribute both adequate and timely notices as determined by individual case information and notification windows as per applicable policies.	
N-031	Notices	Notices and Letters	Workers will have the capability to add free-form comments to all notices in accordance with their role and applicable policy. Existing text on state system-generated notices should not be changed.	
N-032	Notices	Notices and Letters	CASS must be capable of maintaining a full history of notices and letters, as per the state retention requirements and the State Electronic Records Act, for all programs and must provide a simple means for searching, retrieving, and reproducing these notices and letters.	
N-033	Notices	Notices and Letters	CASS must be capable of displaying on-line a full reproduction of any notice or letter, both prior to it being printed and mailed as well as after it is sent.	
N-034	Notices	Notices and Letters	CASS will automatically generate notices required by all programs.	
N-035	Notices	Notices and Letters	Any notices requiring client signature while the client is present must be readily producible, along with co-pay amounts, fraud provisions, approvals, rate changes, adverse action, addenda, and other changes. Electronic signature by clients should be supported.	
N-036	Notices	Notices and Letters	All notice activity (including notice generation, review, modification, mailing, and return (if any)) will be recorded within CASS, including a time-stamp and identification of the user performing the action.	
O-001	Quality Control	Quality Control	CASS must support the ability of authorized staff (for example, central office management, fraud investigators) to create a false case for fraud investigation purposes; false case must not be detectable as false to anyone other than fraud investigators.	
O-002	Quality Control	Quality Control	Perform quality control sampling using statistically valid, automated sampling techniques.	
O-003	Quality Control	Quality Control	Integrated samples will be selected from appropriate universes, meaning that all cases included in the universe are appropriate for the type of review being	

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			performed, no duplication of cases exists within the universe, and sampling is performed in a manner that is not biased.	
O-004	Quality Control	Quality Control	On-line screens will provide for the entry of specific sample selection parameters by Quality Control staff for both active and negative sample groups.	
O-005	Quality Control	Quality Control	Access to laptop computers to allow staff to perform reviews in the field, enter review findings, and then upload data to CASS.	
O-006	Quality Control	Quality Control	Integrate QC error data into an error prone profiling component for identifying cases and/or client who meet the error prone profile.	
O-007	Quality Control	Quality Control	Create the profiles and select the cases/clients that match the profile.	
O-008	Quality Control	Quality Control	Capability to print all QC forms and will provide computer-generated client appointment letters, collateral notices, and release of information forms.	
O-009	Quality Control	Quality Control	Quality Control reviewers and supervisors will be provided with the capability to send on-line alerts or generate case narrative to the assigned eligibility workers or supervisors concerning potential errors, corrections needed, other actions required, or information which becomes known through the QC process.	
O-010	Quality Control	Quality Control	Support all federal and state quality control reporting requirements.	
O-011	Quality Control	Quality Control	Fully support Management Evaluation of the Food Stamp, Medicaid, and TANF programs: retrieve the review sample based on specified criteria, create listings and review schedules, compile data according to specified criteria, store updates to review schedules and data, and produce reports.	
O-012	Quality Control	Quality Control	Office of Surveillance must have the capability to create a false Medicaid case and Medicaid card in CASS for fraud investigation purposes. False case must not be detectable as false, except within MMIS. MMIS must be capable of identifying these cases to ensure that claims history is not altered by the false data.	
O-013	Quality Control	Quality Control	Fully support quality assurance functions in all programs including federally required quality control sample selection, review and data transmittal, and management evaluation.	
O-014	Quality Control	Quality Control	Quality Control staff will have the capability to draw special or supplemental samples as well as special audit reports.	
O-015	Quality Control	Quality Control	Provide easy access to the QC sample and data for all authorized users.	
O-016	Quality Control	Quality Control	Capability to create a Quality Control (QC) case by automating the worksheet for all programs.	
O-017	Quality Control	Quality Control	Transmit quality control findings to the national QC system in Kansas City for downloading to the individual regional offices via the NIQCS.	
P-001	Reporting	Ad hoc Reporting	For ad hoc reporting, provide a pre-view capability using a partial set of data or limited number of cases prior to running the full report. This will allow the user to modify the programming or selection criteria.	
P-002	Reporting	Ad hoc Reporting	Flexibility to develop information on an ad hoc basis.	
P-003	Reporting	Ad hoc Reporting	Provide all scheduled and ad hoc reports in an on-line and hard copy format, according to the user needs.	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
P-004	Reporting	Ad hoc Reporting	Provide local office print capability for selected reports according to user needs.	
P-005	Reporting	Ad hoc Reporting	On-line report features must be included that allow users to sort and select the information they need.	
P-006	Reporting	Ad hoc Reporting	Users must be able to specify start and end dates and to request any breakout of data on a report, including worker, unit, office, county area and statewide.	
P-007	Reporting	Ad hoc Reporting	Staff will have ad hoc reporting capability.	
P-008	Reporting	Ad hoc Reporting	Ad hoc reporting will meet the unscheduled reporting needs of the program.	
P-009	Reporting	Ad hoc Reporting	In addition to regularly scheduled reporting, provide for an ad hoc reporting capability to meet the unscheduled reporting needs of the program.	
P-010	Reporting	Ad hoc Reporting	Ad hoc reporting to be run on immediate or schedule basis as identified by user.	
P-011	Reporting	Ad hoc Reporting	Provide ability to perform ad hoc reporting against off-line data files for the CASS system.	
P-012	Reporting	Ad hoc Reporting	For ad hoc reports that do require data processing assistance for writing new ad hoc reports, the new reports must be written and run within 48 hours of an official request.	
P-013	Reporting	Ad hoc Reporting	CASS must support the ability of managers to define and execute their own ad hoc requests, rather than rely on limited data processing resources to design and program new reports.	
P-014	Reporting	Reporting	CASS must include the ability to issue 1099 forms. User must have the ability to adjust 1099 totals, as appropriate, and be able to send the 1099 information to the state or export to other financial systems (e.g., child care).	
P-015	Reporting	Reporting	CASS shall be able to accumulate reporting data over time for daily, weekly, monthly, quarterly, annual, and other totals.	
P-016	Reporting	Reporting	Compile data at the worker level, and then accumulate the data into unit, office, county area, and statewide totals.	
P-017	Reporting	Reporting	To support federal reporting cost allocation processes, CASS must provide selected users with the ability to enter results of random moment time studies on a periodic basis. Authorized staff at the county and/or state level should have the ability to enter and/or adjust the findings as needed. CASS should support the creation of all reports related to the time study and maintain this data historically. The system must have the ability to track the completion of these studies and alert appropriate users when data entry is nearing it past due timeframe or is past due. Using data entered at the local agency level regarding administrative costs, benefit data maintained by the system, the results of the random time study, and other data in CASS, the system must support the generation of the cost allocation report as needed.	
P-018	Reporting	Reporting	Track the type, volume, and timeliness of an eligibility worker or case manager's work activity for management purposes.	
P-019	Reporting	Reporting	Staff will have access to ad hoc reporting with the capability to print all data.	
P-020	Reporting	Reporting	Separate activity summary screens will be provided for each participant and each component.	



Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
P-021	Reporting	Reporting	Authorization and utilization screens will provide management tools and allow projections.	
P-022	Reporting	Reporting	The system must be capable of tracking authorized funds that have not been issued in addition to funds already authorized and issued.	
P-023	Reporting	Reporting	CASS must provide the ability to track monies authorized or encumbered and the difference between encumbrances and approved contract amounts with the vendor or provider.	
P-024	Reporting	Reporting	CASS must support payments from the system that can be assigned to descriptive "buckets" identifying the funds/programs being used. Additionally, designated staff need the ability to add or close out payment types that can be used when updating the budget information.	
P-025	Reporting	Reporting	To support the reporting for all administrative costs, CASS must provide templates that can be completed by local agencies and/or state fiscal staff on a monthly basis to enter receipts, expenditures, and adjustments as they relate to specific funds or line items. The data entered would be maintained electronically and used to provide monthly, quarterly, and year-to-date totals at the local agency and state levels. There is a need to collect an electronic signature of the fiscal officers that would be submitted with the reports. Where data from the system could be used to calculate the amounts to be entered, CASS must populate the fields on this template automatically. Access to this data would be limited to authorized staff at the local agency and state levels. CASS would need to support reporting from using this data on a monthly, quarterly, annual, or as of a specific date (current or past). The system should support the ability to print these report or to generate a file in Excel or other software.	
P-026	Reporting	Reporting	CASS must produce all required federal, state, and local reports including, but not limited to the following: Financial Reports, Reconciliation Reports, and Issuance Reports. Where some parts of the report may require information that must be entered from outside the system, the system must populate the appropriate fields on the report to the extent possible.	
P-027	Reporting	Reporting	Support the capture, management, manipulation, analysis, modeling, and display of data for solving complex planning and management problems.	
P-028	Reporting	Reporting	Provide separate processes to accumulate the client, program, case, and fiscal information in flexible format regarding every facet of the data included in the system, even if a data item is not currently included on a mandatory federal or state report.	
P-029	Reporting	Reporting	System must include strong, timely, and accurate financial reporting and reconciliation components to meet various local, state, and federal reporting needs for accounting management. Such accounting functions are necessary to support historical reporting and audit purposes, to support local and statewide operations, and to support long-term planning.	
P-030	Reporting	Reporting	System should be capable of recording and reporting on client "conditions" (e.g., homelessness, pregnancy, substance abuse treatment, etc.) including start and end dates of the condition. Note that such conditions are not	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
			necessarily on those for which a client is receiving benefits.	
P-031	Reporting	Reporting	The ability to design reports must be flexible enough so that reports can be generated to meet the need of all relevant entities, including but not limited to Federal, State, and local agencies; CWAs and municipalities, courts, vendors, and case managers.	
P-032	Reporting	Reporting	CASS shall provide the ability to include electronic signatures on all electronic reports.	
P-033	Reporting	Reporting	CASS must provide the ability to identify (based on user-specified criteria) and report on exceptional situations or behaviors (i.e., those outside of established parameters) to support detection of potential fraud or other problematic behavior.	
P-034	Reporting	Reporting	CASS must support the end-to-end client workflow, beginning as soon as they first speak with a receptionist. For each client, must be able to track and report on when they came in, how many visits they made, what services they received, etc. It must also provide a "tickler file" for each client based on actions and dates in their client record.	
P-035	Reporting	Reporting	CASS must maintain an audit trail of all transactions and support supervisory reports (ad hoc and scheduled) on all case worker activities. The system should provide the ability to roll up the data at the worker, office, agency, municipality, county, and state levels.	
P-036	Reporting	Reporting	CASS must provide the ability to limit resources consumed by any ad hoc report.	
P-037	Reporting	Reporting	CASS must be able to track and report on individuals as well as cases.	
P-038	Reporting	Reporting	CASS needs to be able to produce "clock reports" identifying clients who have been on a program for a given period, clients whose benefits are expiring, etc. Cross-program and cross-state clock considerations must be accounted for.	
P-039	Reporting	Reporting	CASS must provide ability to produce reports that aggregate data over all counties and municipalities as well as the ability to drill down to the case and individual level.	
P-040	Reporting	Reporting	CASS needs to archive reports as well as sufficient data (and, if necessary, business rules) to enable drill-down capability on any summary numbers on the reports.	
P-041	Reporting	Reporting	CASS must support all Department, Division, State, and Federal record retention and record authentication policies.	
P-042	Reporting	Reporting	CASS must be able to produce TANF participation rate reports, at the county and state level, that meet the Federally prescribed participation rate requirements.	
P-043	Reporting	Reporting	CASS must support the ability to capture the County Welfare Agency Director's or Fiscal Officer's signature for use in submitting financial reports.	
P-044	Reporting	Reporting	CASS must be able to produce reports that accurately support "what if" assessments of potential mass change impacts on caseload and benefits (on a detailed and summary level).	
P-045	Reporting	Reporting	Statistics regarding the efficiency and timeliness of all processes must be	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
			automatically compiled into the numerous reports required for Division management staff and the federal agencies involved. Reports shall be available to staff during the entire process. Ad hoc reports, with unrestricted search and filtering capabilities, should be easily available. Included in this should be the ability to specify timeframes for the data to be included.	
P-046	Reporting	Reporting	CASS must be able to produce and deliver all federal and State required activity reports as a by-product of the automated tracking of all process activities. This must not require any special actions by the worker.	
P-047	Reporting	Reporting	CASS must produce at least the following types of reports: management reports, demographic reports, ABAWDS reports for food stamps, financial reports, interface reports, referral reports, managed care, HMO enrollment/roster reports, HMO geographic reports, recoupment/recovery reports, fair hearings reports, mass change reports, reconciliation reports, performance reports, worker productivity, caseload by case worker, client "clock" reports per program, quality control reports, client activity, local office forms, IV-D reports, overpayment, and ad hoc reports. For reporting of all payments (such as Emergency Assistance and General Assistance), system must track and report on what vendor was paid, when the service was provided and for what duration, when the payment was made, and how much was paid. Reporting must be at least at the worker, unit, office, agency, municipality, county, state, legislative district, and DYFS district office level. Client activity reports must report on where and when any client activities occur.	
P-048	Reporting	Reporting	CASS must allow the user to locally request, view, print, search, and filter all reports or lists generated as a result of all tracking activities.	
P-049	Reporting	Reporting	CASS must ensure consistent reporting, regardless of where or when a report is generated. It must support similar consistency for any reports based on projections of caseload, expenditures, or other data.	
P-050	Reporting	Reporting	CASS must provide accurate and timely responses to the information needs of the Division, its sub-entities, and external partners.	
P-051	Reporting	Reporting	CASS must provide the ability to report on all data within the system (including but not limited to caseload, activities, financial and expenditures), in compliance with privacy and security considerations. It must also support reporting of cross-program data within a single report.	
P-052	Reporting	Reporting	CASS must provide unduplicated counts of clients and cases participating in multiple programs as well as providing per-program counts. Unduplicated counts over a specified timeframe must also be available as well as changes in count over time and recidivism levels and durations.	
P-053	Reporting	Reporting	CASS must provide flexibility in the report formats and transparency in the report data aggregation and filtering criteria. Changes to data included in reports, whether pre-defined or ad hoc, should be easily viewed and (with appropriate privileges) modified by staff without the need for complex reprogramming.	
P-054	Reporting	Reporting	CASS will support reporting of real-time (current) as well as historical data on-	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
			line.	
P-055	Reporting	Reporting	All federal reporting, as well as county fiscal reporting to the state, shall be capable of being performed electronically.	
P-056	Reporting	Reporting	CASS must be able to report on both successful and rejected transfers of files or data across programs or to/from external partners.	
P-057	Reporting	Reporting	Provide for summary level client and assistance unit data. Provide the ability to drill down to lower level case or person data from the summary level.	
P-058	Reporting	Reporting	CASS must provide authorized users the ability to sort and produce listings on-line based on various pre-defined criteria, such as participant, component, provider/operator, or supportive services characteristics.	
Q-001	Interfaces	Interfaces - NJSPIRIT	NJSPIRIT (SACWIS): Match with the NJSPIRIT automated system for children who are in protective services, to determine if a client is paid as a DFD provider, and to provide update for other pertinent data, such as address.	
Q-002	Interfaces	Interfaces - ACSES	Through the IV-D interface, ACSES will automatically be notified of changes affecting child support cases, including notification of discontinuance of assistance payments.	
Q-003	Interfaces	Interfaces – ACSES	CASS must allow IV-D workers access to the system for inquiry purposes.	
Q-004	Interfaces	Interfaces – ACSES	On-line interactive interface with the ACSES, New Jersey's IV-D system.	
Q-005	Interfaces	Interfaces – ACSES	CASS must support an on-line, real-time interface with the ACSES system. This include exchange of child support referral information, compliance indicators, cash benefits amounts, child support disbursements, DEFRA, and inquiry of CASS database by ACSES to locate an absent parent.	
Q-006	Interfaces	Interfaces – ACSES	CASS must be capable of receiving daily, monthly, or quarterly information from the ACSES system that includes absent parent insurance information for children receiving medical assistance.	
Q-007	Interfaces	Interfaces - ACSES	CASS must support a process that allows the Child Support worker to send information to designated Family Assistance workers regarding contacts made with the client, absent parent, or other sources that may be beneficial for the Family Assistance worker.	
Q-008	Interfaces	Interfaces	Perform an automated interface match with, but not limited to the following: Department of Labor, Social Security Administration, other states such as New York, Massachusetts, and Pennsylvania.	
Q-009	Interfaces	Interfaces	Childcare Automated Resource and Eligibility System (CARES): Refer to the Lead Child Care Agencies (LCCA) all individuals determined to be eligible for Child Care services. Include notices of potential eligibility to clients when the AFDC case closes, alerts to the LCCA or OMEGA worker when the AFDC case closes, or when the Transitional Medicaid period is shortened.	
Q-010	Interfaces	Interfaces	Beneficiary Data Exchange (BENDEX): Initiate and track accretion and deletion activities on all clients and identify and alert the worker when a client's SSA entitlement amount or Buy-In status changes.	
Q-011	Interfaces	Interfaces	State Data Exchange (SDX): Identify and alert worker when a client begins receiving SSI benefits. Also identify when the SSI amount changes and update the unearned income amount, automatically redetermine eligibility,	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
			recalculate benefit amounts and generate all appropriate notices. Automatically update Medicaid cases from the records included in the SDX process.	
Q-012	Interfaces	Interfaces	Social Security Administration (SSA) Enumeration: Automatically initiate requests to SSA to verify Social Security Numbers and also receive and update new and verified SSN's.	
Q-013	Interfaces	Interfaces	Department of Labor and Workforce Development (LWD): Match all recipients against the LWD's unemployment compensation and wage files. Unemployment compensation match will identify individuals receiving unemployment compensation and the wage match will identify individuals on the state wage file. Worker will be alerted on-line to matches for resolution of any discrepancies in client information.	
Q-014	Interfaces	Interfaces	Interface with the federal Disqualified Recipient System for fraud and intentional program violation information. CASS will prevent recipients disqualified from Food Stamp participation from having benefits reinstated prior to the end of the disqualification period. Override capability will allow authorized individuals to reinstate program participation where deemed appropriate.	
Q-015	Interfaces	Interfaces	Systematic Alien Verification for Entitlement (SAVE): Automatically interface with SAVE to verify the immigration status of aliens applying for assistance. Discrepancies will be resubmitted if the match fails.	
Q-016	Interfaces	Interfaces	Bureau of Vital Statistics: Provide verification of birth, death, and marriage on-line.	
Q-017	Interfaces	Interfaces	Motor Vehicle Commission: On-line inquiry into the Motor Vehicle Commission' registration files to verify recipient reported information concerning vehicle ownership.	
Q-018	Interfaces	Interfaces	Public Schools: Exchange with the Department of Education to collect school attendance verification.	
Q-019	Interfaces	Interfaces	Tax Assessors Office: On-line inquiry to the State Tax Assessor's Office to verify ownership of real and personal property.	
Q-020	Interfaces	Interfaces	Housing and Urban Development (HUD): Interface with HUD to access housing subsidy and Section 8 subsidy data.	
Q-021	Interfaces	Interfaces	At a minimum, provide the functionality currently available in the interface with OMEGA.	
Q-022	Interfaces	Interfaces	Interface will enable ACSES to identify absent parents who may also be recipients in other public assistance cases.	
Q-023	Interfaces	Interfaces	Information regarding child support payments will be passed to the CASS from ACSES and will be updated on the database.	
Q-024	Interfaces	Interfaces	CASS will provide automated information exchange with other DHS programs as well as with external federal, state, local, and commercial agencies.	
Q-025	Interfaces	Interfaces	Collect participant and program data through an interface with Job Training Partnership Act (JTPA).	
Q-026	Interfaces	Interfaces	Refer participants on-line to the Department of Labor for assistance in locating	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
			employment.	
Q-027	Interfaces	Interfaces	Collect unemployment insurance and wage data from the Department of Labor through an on-line interface.	
Q-028	Interfaces	Interfaces	Exchange information with other agencies and programs.	
Q-029	Interfaces	Interfaces	Information must be available on a real-time basis with the following: CASS; ACSES; OMEGA; NJSPIRIT (SACWIS) system for Child Protective Services cases, Foster Care cases, and licensing; and CAREFINDER system.	
Q-030	Interfaces	Interfaces-ACSES	Alerts will be generated between CASS and ACSES.	
Q-031	Interfaces	Interfaces	All child care programs must interface and have checks to confirm no duplicate payments are being paid.	
Q-032	Interfaces	Interfaces-MMIS	An interface will exist between CASS and MMIS to support the exchange of all Medicaid eligibility information necessary to support MMIS processing requirements.	
Q-033	Interfaces	Interfaces – ACSES	CASS must be capable of receiving information online, real-time from the ACSES system regarding compliance with child support requirements and any case demographic captured by ACSES during the child support referral process. CASS must use this data to populate or update information in the system.	
Q-034	Interfaces	Interfaces	CASS must interface and have inquiry capability with the following: Automated Child Support Enforcement System (ACSES), for alimony and child support information, DOL for wage matching and the ALEX file, Local Office On-Line Payments System (LOOPS), DABS, CASS, Housing and Urban Development (HUD), State Data Exchange (SDX), SOLQ, and Alpha-X.	
Q-035	Interfaces	nterfaces	CASS must support the electronic exchange of data between local agencies and banks for account reconciliation or issuance processes.	
Q-036	Interfaces	Interfaces-ACSES	CASS must support the electronic referral of persons applying for Cash and Medical assistance to the Child Support agency for a decision of cooperation with child support requirements. CASS must support all IV-D certification requirements for the exchange of data for IV-A referrals (now the TANF related cases). If referred after having been registered/cleared in the CASS system, the referral should include enough data to allow ACSES to establish a case automatically. This data includes, but is not limited to, client name, date of birth, sex, race, social security number, CASS case number, and related children.	
Q-037	Interfaces	Interfaces	CASS must support an interface with CAREFINDER, an accurate provider file used currently by UCCAs, for use in updating the vendor file to be used by CASS.	
Q-038	Interfaces	Interfaces	CASS must support the referral and tracking of children to the Early Periodic Screening and Diagnostic Testing (EPSDT) program. Required data that will be exchanged with MMIS.	
Q-039	Interfaces	Interfaces	On-line inquiry capability to Medicaid eligibility for those hospitals that participate in the Blue Cross Network.	
Q-040	Interfaces	Interfaces	Provide an electronic interface between eFunds and CASS to exchange data	

Req. No.	Functional Area of System	Associated Function	Current Requirement	Estimated Level of Effort (In Hours) to Implement Requirement
			regarding client benefit history information, food stamp claims repayments, TANF and food stamp benefits, EBT adjustments, and EBT aging information.	
Q-041	Interfaces	Interfaces	Provide an electronic interface to credit bureaus (e.g., Equifax, Experian, TransUnion) to provide reports on former clients against whom CWAs have obtained a civil judgment.	
Q-042	Interfaces	Interfaces	Provide an interface between CASS and iACquire to support printing of reports.	
Q-043	Interfaces	Interfaces	Provide an interface between CASS and IBM printing services to support printing of reports, labels, notices, checks, Medicaid cards, and forms.	
Q-044	Interfaces	Interfaces	Provide an interface between CASS and Lifeline (Department of Health and Senior Services) to share information about potential beneficiaries.	
Q-045	Interfaces	Interfaces	Provide an interface between CASS and the NJ State Treasury to support offset of state tax returns.	
Q-046	Interfaces	Interfaces	Provide an interface between CASS and utility companies to provide a list of clients eligible for utility benefits, track annual consumption and arrearages, and provide benefit payment where EBT is available. Please note, that for those months where there are 5 weeks, the use of a 5 week calculation may not be appropriate for determining ongoing receipt.	
Q-047	Interfaces	Interfaces	Provide an interface between the BARA system and CASS to provide Hearings and Appeals staff with necessary case information and to update CASS based on any results from the Hearings and Appeals process.	
Q-048	Interfaces	Interfaces	Provide an interface for Child Care Agencies to update and inquire about child care activities and to receive electronic reports on a scheduled basis.	
Q-049	Interfaces	Interfaces-ACSES	Support an on-line, two-way, interactive interface with the Automated Child Support Enforcement System (ACSES).	
Q-050	Interfaces	Interfaces	Valid, reliable data will be extracted from internal and external interface resources, including IEVS data, to automatically update individual/household information at point application is received. Where possible, external data should be retrieved from other system in on-line, real-time mode.	
Q-051	Interfaces	Interfaces	Internal Revenue Service (IRS): Match information against the IRS files for verification of unearned interest income information for recipients as well as applicants. IRS security measures will be followed for the safeguarding of IRS information.	

## Appendix 2 – Current Automation Environment

### Appendix 2-1. Overview of DFD Systems

The proposed CASS functionality currently is provided by a large number of independent (though sometimes interconnected or communicating) software applications. Appendix 2-1 provides a listing of the current applications to be included in CASS and a short description of each.

#### APPENDIX 2-1: CURRENT SOFTWARE APPLICATIONS TO BE INCLUDED IN CASS

NAME	DESCRIPTION
Automated Benefits Information Exchange (ABIE)	The Social Security Administration (SSA) provides a file of NJ residents who are in receipt of SSA benefits. That file is matched against FAMIS. The ABIE process sends requests to SSA for RSDI information on Medicaid, TANF, and FS clients. This information is used to update cases to the SSA BENDATA file. The SSA BENDATA file provides COLA (Cost of Living Adjustment) yearly files for RSDI yearly mass change.
Bureau of Administrative and Regulatory Appeals (BARA)	The Bureau of Administrative and Regulatory Appeals (BARA) tracks the appeals, and related decisions, made by Welfare recipients and their representatives. The application is written in Paradox 11 (Core) and is used by all BARA staff. The BARA application is integrated with Winfax Professional for notifying OAL of the need for a hearing to be scheduled.
Contract Administration Tracking System (CATS)	The Contract Administration Tracking System (CATS) was developed primarily to support the CTRX and to maintain Work First New Jersey contracts under the jurisdiction of the Division of Family Development. The DFD Contract Administration Tracking system is an Oracle database with a Visual Basic 6.0 front-end, hosted by the Office of Information Technology. The CATS database contains the Center-Based Care (CBC) contract information, which is needed by the CTRX application.
Childcare Automated Resources and Eligibility System (CARES)	CARES supports the New Jersey Cares for Kids (NJCK) childcare program. This statewide-subsidized childcare certificate program is funded through SSA Title IV-A, At-Risk Child Care (ARCC), and the Child Care Development Funds (CCDF). ARCC funds provide childcare assistance to families who are employed full time and are at risk of welfare dependency. The CCDF (regular) funds provide assistance to low and moderate-income families who are employed or participating in an education or training program, and the CCDF (CPS) funds are for childcare services to children under the protective supervision of the Division of Youth and Family Services (DYFS).
Child Care Resources and Referral System (CCRRS)	The Child Care Resource and Referral System is a database system designed to assist the Unified Child Care Agencies (UCCAs) in the process of providing child care resource and referral services to clients and other agencies, and to follow the normal flow of the client referral process.
Comprehensive Contact Management & Tracking System (Co-Co Mats)	DHS-CO OIS originally developed the Comprehensive Contact Management and Tracking System in 1999 for the Governor's Office of Constituent Relations Office. The system is designed to provide a way to record information correspondence received by an organization.



NAME	DESCRIPTION
Center-based Child Care System (CTRX)	The Center-based Child Care System (CTRX) supports the Center-Based Contracted (CBC) System. Under this program, childcare slots are purchased from approximately 200 statewide childcare centers under contract with the Division of Family Development (DFD). The CTRX system verifies eligibility and records the demographic information of the children placed in the slots under contract. Since the slots are prepaid, there is no check processing or fiscal system as part of the CTRX system. The CTRX system is a "CARES like" system, written in Oracle, and residing on the client/server.
Family Assistance Management Information System (FAMIS)	FAMIS automates the processing and issuance of TANF/WFNJ benefits, Emergency Assistance, Food Stamps, and AFDC eligible, NJ Family Care, or Transitional Medicaid cards. The system is primarily a batch system, with data collected via on-line data entry and updated through the batch update process. Major functional subsystems include: Payment History, Social Security verification, financial reporting, payment reconciliation, and management reporting. The system also includes interfaces to other DFD and Department of Human Services (DHS) systems, including: OMEGA, ACSES, HEA, MES, DYFS, and IEVS.
Financial Accounting Exchange (FAX)	FAX is used by the SSA to provide states with case-by-case accounting data, on magnetic tape, for federally administered supplementation. Information provided includes: Automated Payments, Overpayments Withheld, One-time Payments, Emergency Payments, Cancelled Checks, Cash Refunds, Post Eligibility Adjustments, Un-negotiated Checks, and Double Check Negotiations. With the FAX information, the states can reconcile accounting data.
Family Violence Option (FVO)	The Family Violence Option (FVO) Tracking System is used by staff in the local boards of social services to perform FVO activities within the agency. The system tracks information related to support services rendered on behalf of FVO individuals such as counseling, batterer services, transportation, etc.
General Assistance Automated System (GAAS)	The General Assistance Automated System (GAAS) is an automated on-line processing system that supports the administration of the WFNJ/GA in the county welfare agencies and autonomous municipal welfare departments. The GA Program provides individuals with assistance such as Maintenance Payments, Immediate Need, Emergency Assistance (EA), Temporary Rental Assistance (TRA), and Medical Assistance. The GAAS System supports the following three major functional areas for the WFNJ/GA Program: <ul style="list-style-type: none"> <li>• Intake/Eligibility,</li> <li>• Case Management, and</li> <li>• Fiscal Management/Check writing.</li> </ul>
NJ Child Support Hotline (HOTLINE)	The Hotline provides information about the child support program as well as case specific information including but not limited to payment and tax refund offset data. The Hotline does receive a daily file from ACSES containing information about child support cases.
iACquire	iACquire is web-based software that resides on a central server and provides for the "paperless" distribution of reports to end-users. iACquire software provides for electronic distribution of reports generated from the mainframe systems supporting DFD programs. The end-user is afforded the opportunity to view reports on a local PC, print reports as necessary, and extract data from reports for use with other software, such as Excel.
Income & Eligibility	IEVS matches are federally mandated programs that provide earned

NAME	DESCRIPTION
Verification System (IEVS)	and unearned income information and updates to the IEVS database maintained by New Jersey.
Low Income Home Energy Assistance Program (LIHEAP)	The HEA program is administered by the Department of Community affairs, with the system managed by DFD's OIS organization. Eligible clients receive payment once, when requested (through the application system), or automatically through the system. Notices are generated to inform clients of their status, and there is a detailed tracking system and reports to audit status in the system.
On-line Management of Economic Goal Achievement (OMEGA)	OMEGA was originally designed to support the Realizing Economic Achievement (REACH) program and subsequently modified to accommodate the Family Development Program (FDP). FDP was the Job Opportunities and Basic Skills Training (JOBS) program that was further modified for the new Work First New Jersey (WFNJ) program. The objective of the OMEGA system is to provide WFNJ case managers a comprehensive tool for documenting and monitoring work activities and providing ongoing or transitional payments. It further provides the Case Manager the accessibility to all activity relating to a client's background, activity enrollment, support services, cost projections, payments, child care and provider information, plus other important data required to successfully guide a WFNJ participant to gainful employment. OMEGA is used to issue retrospective child care payments. The system is also used to track the progress of WFNJ clients.
Quality Control (QC)	The quality control organization selects random samplings of cases (extracted from FAMIS) to review for accuracy. A Paradox database is used to track these sampled cases.
State Data Exchange (SDX)	See ABIE.
State Offset of Income Liability (SOIL)	SOIL provides a mechanism between the Department of Human Services and the Department of Treasury to offset State Tax Returns where the amount of the debt is at least \$25.00 and the age of the debt is at least six months and not greater than ten years old.
Treasury Offset Program (TOP)	The Treasury Offset Program (TOP) is a system that is Federally mandated by the Food and Nutrition Service (FNS). The TOP system offsets individuals' federal tax returns, as well as other sources, to repay Food Stamp benefits.
Universal Application Process (UAP)	The Universal Application Process (UAP) is a graphic user interface (GUI) designed to automate the client intake process. The UAP application runs on your workstation offering you a streamlined process to access client information. UAP eliminates the three steps of manually taking an application, transferring the data to coded format, and entering the data into FAMIS and ACSES. UAP allows you to collect and enter the information from a client to easy-to-read screens
60-month Tracking ("Clock")	A separate database, currently under development, will be used by FAMIS and GAAS to track WFNJ TANF and GA benefit recipients and the number of months that persons have received time-limited assistance. This "clock" will be updated by the FAMIS and GAAS systems to reflect each month benefits have been issued. Additionally, automated processes will also be used to "buy back" months for which cash benefits have been issued. This automated process would compare child support and other funds that have been received against the grants to determine the number of months the clock or counter could be reduced.

NAME	DESCRIPTION
Universal Service Fund	Universal Service Fund (USF) – this effort provides supplemental assistance to low income households for energy costs. Currently, the program automatically enrolls HEA and Lifeline recipients; a manual enrollment process is also envisioned. The system supports the calculation of the yearly utility energy costs and the percentage of income payments. The functionality in this system may eventually migrate into HEA.

The following *Appendix 2-2: Current DFD Systems for Interfaces* provides a listing of applications that are currently used by DFD. These systems will **NOT** be replaced by CASS; however, the CASS system will have to interface with these applications to meet specific CASS requirements.

#### APPENDIX 2-2: CURRENT DFD SYSTEMS FOR INTERFACES

NAME	DESCRIPTION
Alternative Alpha Index Lookup (ALPHA-X)	Alpha-X is an on-line application that gives DFD alphabetic name access to all major DHS client information. Client information is derived from these systems: FAMIS, ACSES, DYFS-SIS, and HEA. It is based on an IDS-II indexed database that is updated from source systems by batch, daily for major applications. There are “active” (FAMIS) and “inactive” (FAMIS inactive cases) files that can be accessed. The Alpha-X process includes the use of Soundex functionality that allows lookup on similar sounding names.
Electronic Benefit Exchange (EBT)	EBT is a processing system that supports, manages, and controls the electronic payment of state benefits for the purchase of goods in a retail environment and the distribution of cash in an ATM network and retail environment. FAMIS sends all files needed to update the system, which makes FAMIS the master system.
Family Violence Option (FVO)	The Family Violence Option (FVO) Tracking System is used by staff in the local boards of social services to perform FVO activities within the agency. The system tracks information related to support services rendered on behalf of FVO individuals such as counseling, batterer services, transportation, etc.
General Assistance (GA)	GA supports three counties (Bergen, Passaic, and Union) that have not converted to using GAAS to support their General Assistance program. Those counties provide updates from their own local systems in order to create a general assistance master file for those three counties.
NJ Child Support Hotline (HOTLINE)	The Hotline provides information about the child support program as well as case specific information including but not limited to payment and tax refund offset data. The Hotline does receive a daily file from ACSES containing information about child support cases.
Automated Child Support Enforcement System (ACSES)	ACSES Reengineering – this effort will improve the automation of child support enforcement functionality and to better integrate child support with other DHS programs. It is expected that the CASS client registration and intake process will be integrated/interfaced with ACSES processing to support the on-line, real-time exchange of data for referrals and determinations of client compliance/cooperation with

NAME	DESCRIPTION
	child support requirements. Significant interfacing will also occur between systems to exchange information such as but not limited to, status updates, demographic updates, grant amounts, and months of coverage.

In addition to the above systems that will NOT be included in CASS, the following systems are considered standalone and outside the scope of CASS:

- ACSES – Automated Child Support Enforcement System
- SACWIS – State Automated Child Welfare Information System
- Shared Data Warehouse

### **Appendix 2-2. Current Interfaces**

Current interfaces between the DFD Assistance Systems (that is, the functionality that will be encompassed by CASS) and other systems/programs within/external to DHS include manual (i.e., paper-based with information keyed-in as necessary), cartridge tapes, and FTP (with some via Advantis secure file transfer) as well as direct access to individual systems. A summary of the current interfaces include:

#### **Federal Agencies**

DFD exchanges information with a variety of federal agencies to share demographic or programmatic information. Those DFD interfaces to other agencies and systems provide additional information for coordination of benefits, management of treasury offsets (including taxes), and exchange of demographic information, including interfaces with the Social Security Administration (SSA), Internal Revenue Service (IRS), Food and Nutrition Service (FNS) [Disqualified Recipient System (DRS)]. Program data is also exchanged with the US Department of Health and Human Services (DHHS) through the Public Assistance Reporting Information System (PARIS), which is an information exchange system that matches appropriate data with the Veterans Affairs Administration, the Department of Defense/Office of Personnel Management, and the Interstate Match.

#### **State and Local Agencies**

Additional earnings and asset information is exchanged with a variety of State agencies including the State Treasury (to offset State tax returns), the NJ Lottery (for offsets against winnings), and the State Data Exchange (SDX) (data on SSI benefits). Other agency's systems include the NJ Department of Labor's Wage and Earned Income, Automated One Stop Operating System (AOSOS), and the Unemployment Insurance Benefits databases. DFD also exchanges information for education and training information with the NJ Department of Education for school attendance verification, and the NJ Department of Health and Senior Services and NJ Department of Community Affairs for purposes of outreach and emergency assistance programs.

## Public and Private Third Parties

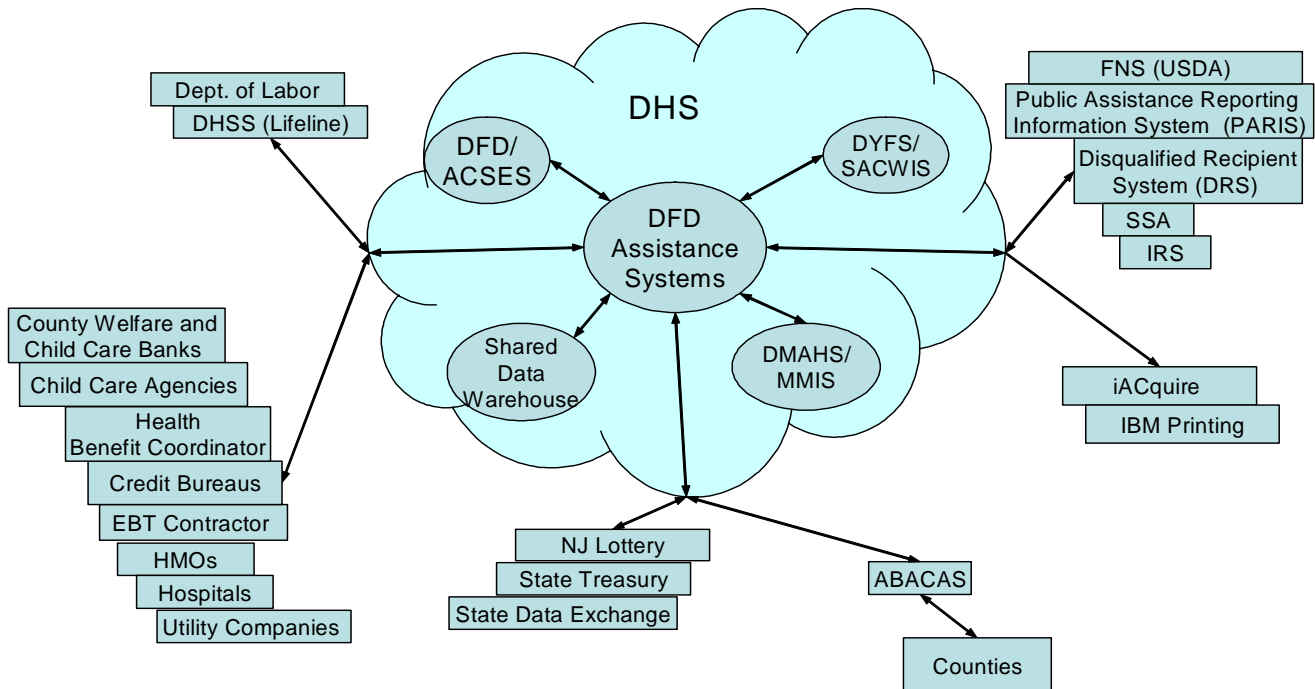
Numerous other non-government entities are involved with providing, coordinating, and tracking benefits and need to exchange information with DFD. Among those are banks used by county welfare and childcare agencies, and service providers such as child care agencies, utility companies (for direct benefit transfers and verification of accounts), hospitals (Medicaid eligibility for those hospitals participating in the Blue Cross Network), Managed Care Organizations (MCOs), and the Health Benefit Coordinator. Electronic benefit and fund transfer information is exchanged on a daily basis with the State's EBT contractor and credit bureaus (e.g., Equifax, Experian, and TransUnion) and is checked regarding former clients against whom there is a civil judgment.

## Other DHS Systems and Services

CASS functionality does not encompass all DHS programs and services. CASS functionality must support interfacing to the other remaining systems within DHS where data integration is incomplete. Those systems include ACSES, SACWIS, MES and/or MMIS, and the Shared Data Warehouse.

Thus, CASS must interface to other remaining systems and services within DHS. Interfaces with ACSES are needed to coordinate child support with other benefits (including general inquiries as well as specific information such as absent parent insurance information for children

## CURRENT "DFD ASSISTANCE SYSTEMS" EXTERNAL INTERFACES



## CURRENT "DFD ASSISTANCE SYSTEMS" EXTERNAL INTERFACES

receiving medical assistance). CASS and NJSPIRIT (SACWIS) need to coordinate information maintained on benefits provided by both systems.

For Medicaid, the current expectation is that eligibility determinations and related processes (for example, managed care, presumptive eligibility) will occur within the CASS framework. In this scenario, CASS will need to communicate with the rest of the Medicaid management functionality (that is, MES and/or MMIS) in a seamless fashion.

The goal of the Shared Data Warehouse (SDW) effort is to provide a platform for the storing of historical data for analysis, reporting, and to provide flexible access to this data from a variety of desktop software applications. In general, the SDW requirements relate to a system that will house and provide access to data from systems including, but not limited to:

- New Jersey Medicaid Management Information System (NJMMIS), data for programs administered by DMAHS, such as Medicaid and those administered by DHSS, such as Pharmaceutical Assistance to the Aged and Disabled (PAAD), and Charity Care;
- FAMIS data for Temporary Assistance for Needy Families (TANF), Emergency Assistance (EA) and Food Stamps;
- On-line Management for Economic Goal Achievement System (OMEGA), data for the Family Development Program (FDP) which incorporates the Job Opportunities and Basic Skills Training (JOBS) program;
- Automated Child Support Enforcement System (ACSES), data for Child Support; and
- General Assistance (GA), data for the General Assistance Program.

The Automated Child Support Enforcement System (ACSES) was developed to support all of the core federal functional requirements for child support enforcement. They include case initiation, case management, financial management, locate, establishment, and enforcement. ACSES also encompasses reporting and security/privacy functionality. ACSES maintains case demographic information, records all case activity, generates notices and documents, performs numerous interfaces, identifies delinquent payers on a daily basis, records the collection and distribution of payments, and provides for the enforcement of collection either directly or by wage executions, tax interceptions, or unemployment benefit interceptions.

## **Other Initiatives**

In addition, to the systems and interfaces described above, some initiatives are in various stages of development that will have an impact on the CASS project. These include:

- ACSES Reengineering – This effort will improve the automation of child support enforcement functionality and to better integrate child support with other DHS programs. It is expected that the CASS client registration and intake process will be integrated/interfaced with ACSES processing to support the on-line, real-time exchange of data for referrals and determinations of client compliance/cooperation with child support requirements. Significant interfacing will also occur between systems to exchange information such as but not limited to status updates, demographic updates, grant amounts, and months of coverage.
- Universal Service Fund (USF) – This effort provides supplemental assistance to low income households for energy costs. Currently, the program automatically enrolls LIHEAP and Lifeline recipients; a manual enrollment process is also envisioned. The system supports the calculation of the yearly utility energy costs and the percentage of income payments. The functionality in this system may eventually migrate into LIHEAP.

- Statewide Automated Child Welfare Information System (SACWIS) – This effort will provide the tools to support the case practice reforms initiated and planned by DYFS. These include improved tracking and control of cases, allowing service oversight and outcome monitoring; standardized management reports for program evaluation, quality assurance, and policy decision making. Workers and managers also get broader information through interface data exchange with other state data systems, including TANF, Medicaid, and Child Support. They also have the ability to supply case, service and fiscal data to support federal fiscal reimbursement claims and prompt and accurate payment of service providers; and document progress in achieving the outcome targets established in its Transformation Plan, the Governor’s reform initiatives, and the settlement of the Charlie and Nadine H. v. McGreevey litigation. The completion of New Jersey’s SACWIS will replace one of the nation’s oldest child tracking systems, the mainframe SIS system, developed more than 20 years ago, with web-based technology and automated decision support tools, and numerous associated specialty automated systems.

### **Current Technical Environment**

The current DFD computing and data communications environment is an amalgam of centrally managed mainframe computers; division and departmental application, database, and file servers; county-administered applications; and desktop clients. Network interconnectivity is provided via Local Area Networks (LANs), Campus Area Networks (CANs), and Wide Area Networks (WANs) linking DFD facilities to the State Hub, Capital Place One, the Garden State Network (GSN), and the Internet. A full description of the current technical environment can be found in the *CASS Requirements Document*. The following provides an overview of that information.

### **Computing Platforms**

The State of New Jersey Department of Human Service – Office of Information Systems (DHS-CO OIS) computing facilities are currently housed in two primary data centers: the HUB and the River Road Data Centers.

The Bull mainframe in the HUB Data Center has recently been upgraded from a DPS 9000 (Jupiter) system to a TA253 (Olympus 2). Printing is currently handled primarily by IBM facilities (using 2 OCE 744 Twin laser printers and 2 IBM 6262 impact printers), but use of iAcquire is increasing. Disaster recovery (data backup at offsite location) is handled under a contract with Integris.

OIT has replaced the BULL EPC1200 in its HUB data center with an IBM SP (Scalable POWER parallel) 9076. The SP9076 consists of five nodes, each with four 332 MHz processors, 3 GB memory, and an SSA Disk subsystem. The SB9076s currently are running AIX UNIX 4.3.3. The 9076 is supporting the data server backend of the new Universal Application Process (UAP), the graphic user interface intended to automate the client intake process.

The River Road Data Center (RRDC) contains two IBM 9672 mainframes that support DHS/DFD. One, an IBM 9672-R56; the other an IBM 9672-R66. The 9672s are currently running IBM’s OS/390 operating system (with plans to migrate to z/OS), a transaction server, DBMS, TSO, and COBOL.



### 2.1.1 Local DHS/DFD Servers

In addition to relying on the DHS-CO OIS mainframes for support of key DFD applications, DHS also maintains local application, database, and file servers within its own computing center. All of the DHS IBM servers are currently running AIX UNIX 5.2 as their operating system, unless otherwise specified. The servers include:

- Application Server – DHS is currently running one IBM pSeries 650 as an application server. This machine is configured with eight Power 4 processors (the maximum number supported on a 650) and operates at a speed of 1.4 GHz. It has 32 GB of main memory and is configured with eight logical partitions.
- Database Server – DHS has a similarly configured IBM pSeries 650 acting as a database server. It, too, is configured with eight Power 4 processors, operates at a speed of 1.4 GHz, and 8 logical partitions, but contains 48 GB of main memory.
- SP Server Cluster – DHS has a cluster of 16 IBM pSeries 650 servers, each containing a 375MHz processor (Power 375) and 32 GB of main memory. The cluster supports development, testing (unit and system), and conversion as well as production environments.
- Storage Area Network (SAN) – For its Storage Area Network, DHS has an IBM 2105 F2 (Shark), configured with two dual active, four-way RISC SMP processors and 2.1 terabytes (TB) of disk space, and three 2109 F16 fiber switches.
- File Servers – In addition to the IBM/AIX UNIX servers, DHS also supports four NEC Express 5800 file servers in the Central Office. Each 5800 has a 400 MHz processor, 1 GB of main memory, and 45 GB of disk space. They are running Windows NT 4.0 (SP6a) and StreetTalk for NT for distributed directory service. Each has an Intel Pro 100 network card and utilizes ARCserve v6.5 for management of data backups.
- For DNS and DHCP, DHS has three Dell 2450, 866 MHz, 512 MB of main memory, 8 GB of disk space, and an internal 10/100 network card. They are running Windows 2000 (service pack 4).
- For iAcquire, DHS has two Dell 6450, 700 MHz, 2 GB of main memory, 8 GB of disk space, a 10/100 network card, and two Qlogic fiber cards per server. They are running Windows 2000 (service pack 3). DHS has a Dell 650f / SAN with ten 18 GB drives. DHS also has a Dell 630f / SAN with ten 36 GB drives.

### Desktop Clients

To support current functionality and the planned CASS project, a PC-based client/server infrastructure has been deployed throughout DFD. The Desktop Standard environment for DHS/DFD and the CWAs consists of:

- Windows 98, Windows 2000 Professional or Windows XP
- Netscape Communicator 4.79
- Internet Explorer 5.5 or greater
- Office 97 or greater
- McAfee VirusScan



- McAfee ePO
- Tivoli TME
- Glink 5.4 or greater
- Oracle Client 8.05
- Adobe Acrobat 3.x
- ExtendNet Connect for TCP/IP
- HP JetDirect Printing System

Within DHS (including the CWAs), approximately 12,000 desktops are on Windows XP Professional, and 6,000 – 7,000 are on Windows 2000 Professional or Windows 95/98. A small number of machines (under a few dozen) are running Solaris and AIX UNIX. The desktop client environment in the state offices has been upgraded to replace older Dells with newer GX240s and GX270s as well as providing an additional 29 Latitude C810 laptops.

In addition to the standard operating environment, some desktop machines are running application software including:

- Universal Application Process (UAP)
- Comprehensive Contact Management and Tracking System (Co-Co Mats)
- Childcare Automated Resources and Eligibility System (Cares)
- Contract Administration Tracking System (CATS)
- Center-based Child Care System (CTRX)
- General Assistance Automated System (GAAS)
- iACquire

DHS OIS has established desktop and server build and deployment procedures. These guides are used in conjunction with vendors (after appropriate reviews by OIS and the contracting organization) to build and deploy compliant workstation environments.

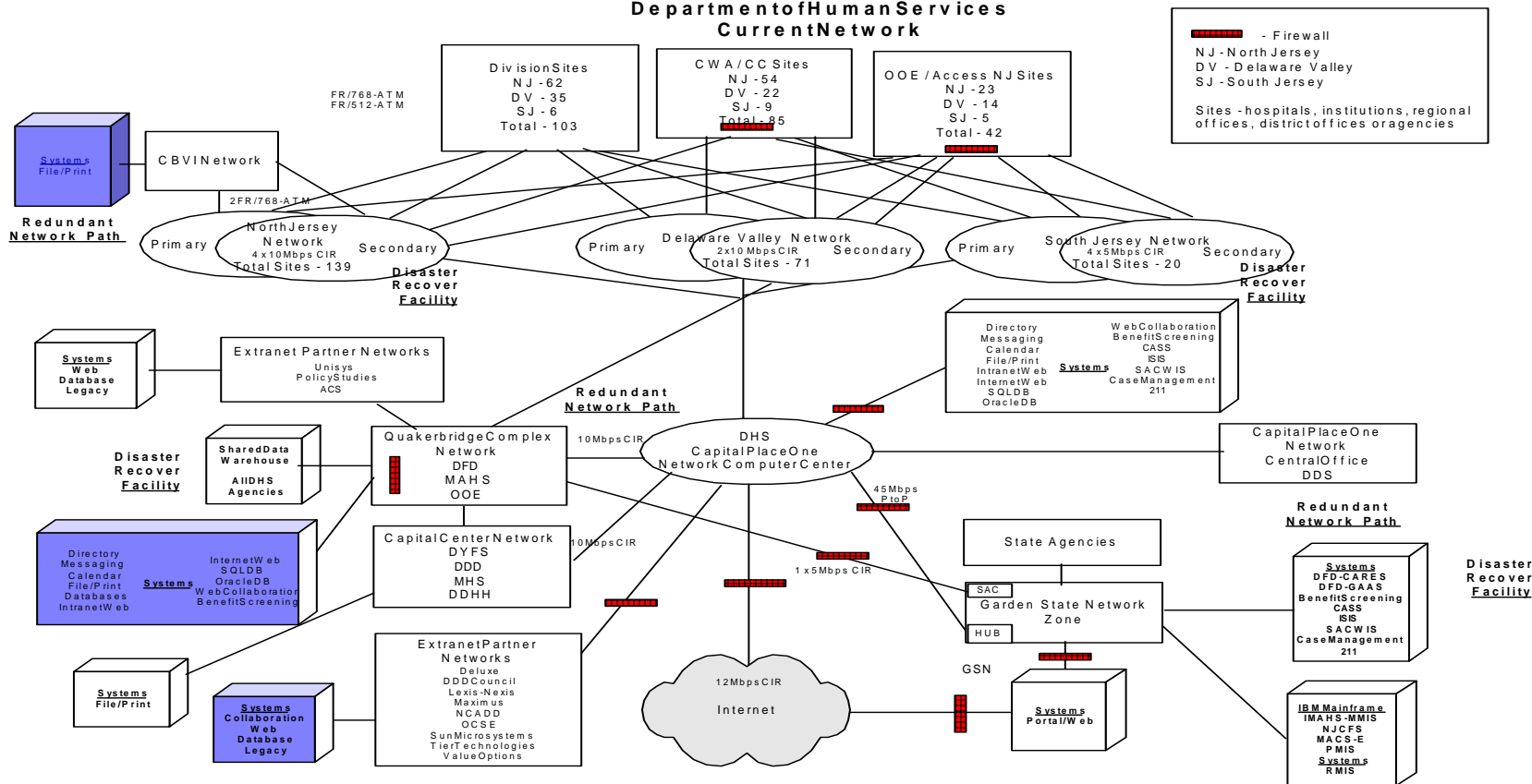
### **Data Network Environment**

The following diagrams display an overview of the current data network interconnection between the State Hub, Capital Place One, the Garden State Network (GSN), and the Internet. The second diagram displays the current Wide Area Network (WAN) backbone. Currently, GSN and DHS have access to each other's network, but with a pending firewall, this access will be more controlled.

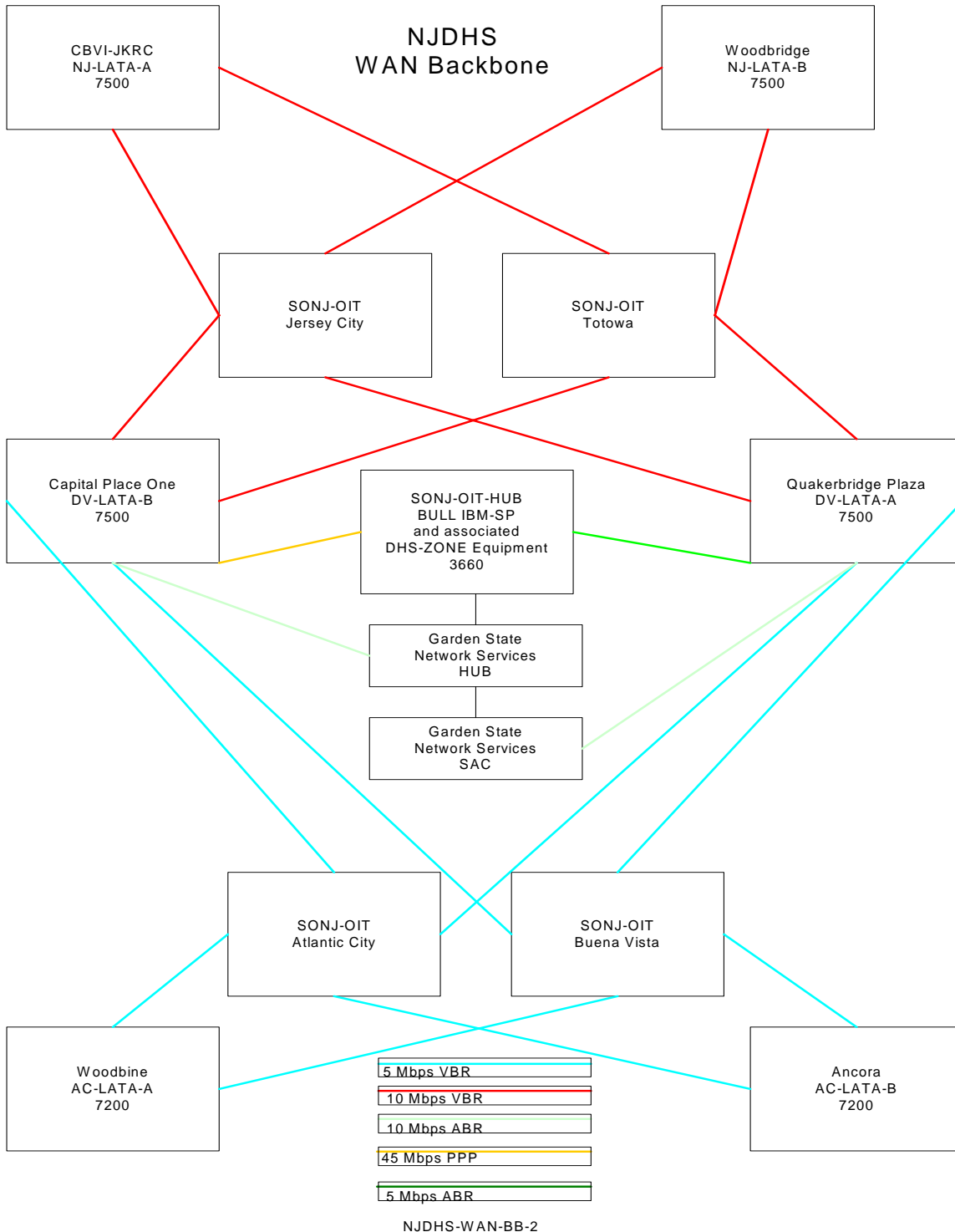
A new WAN backbone provides a second data communication aggregation point in each of the three LATAs as well as a redundant core facility at Quakerbridge Plaza. With this added redundancy and the use of dynamic routing protocols, the loss of service due to failed equipment would be much more limited.

In the current network, each of the three LATAs (North Jersey, Delaware Valley, and South Jersey) will have a secondary (disaster recovery) facility as well as redundant network paths (through the Quakerbridge Complex).

**State of New Jersey  
Department of Human Services  
Current Network**

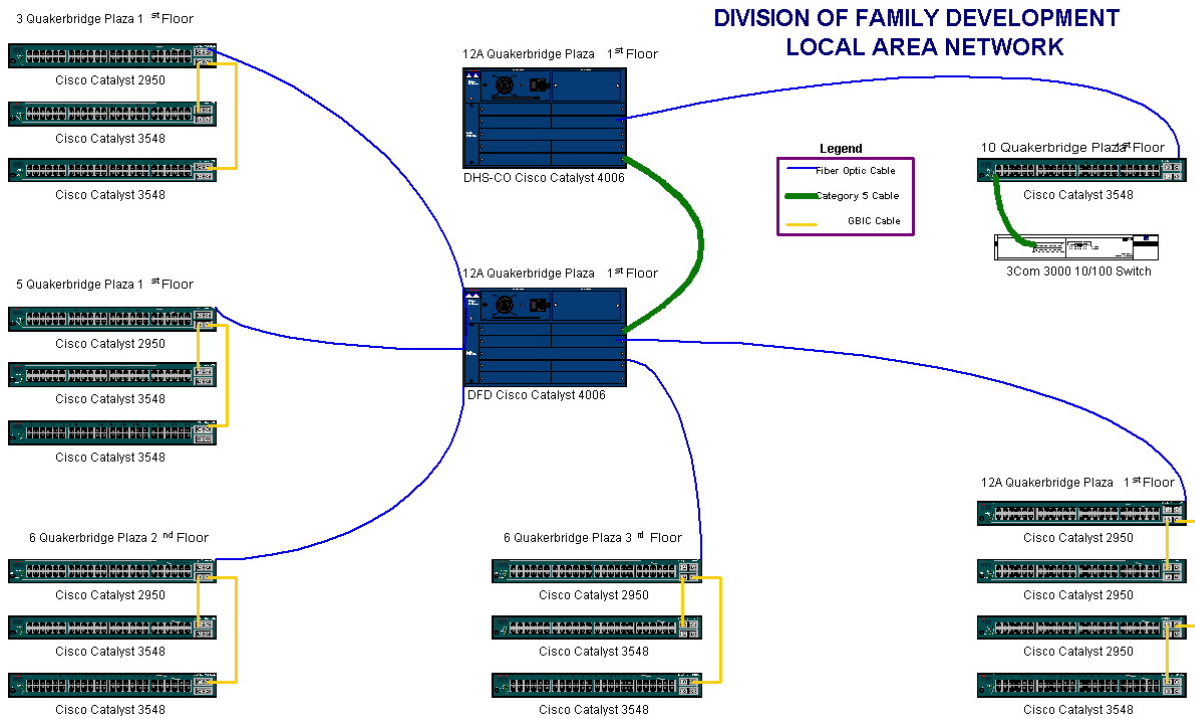






## DHS LAN

The following diagram describes the current DFD local area network:



## Web Operations and Extranet Solutions

The current network has three types of sites accessing it: Division sites (e.g., DFD), CWA sites (behind firewalls), and Office of Education (OOE) where Verizon provides “Access NJ” service to school networks. Child Care Centers, Extranet Partner Sites, and other State agencies also access the current network.

The CWAs have three (3) options for accessing the state computing applications and facilities. These include:

- Standard Option – used by most CWAs, this option leaves most of the control and maintenance of network equipment and facilities at the State of New Jersey level;
- Extended Option – this option is the same as the Standard with the addition of a CWA router (under the control of the State of New Jersey), which provides communication among offices within the county; and
- Extranet Option – this solution treats the CWA as an extranet business partner. Communications with the State, through a State of NJ perimeter firewall and State-controlled and maintained router, is limited to access to State Mandated Systems. Morris County, which has dedicated significant IT resources at the county level, utilizes this option.

For planned web-based operations, all access from the DHS environment to data at Capital Place One or the GSN DHS-CO OIS Hub will be via SSL and a DHS firewall. All extranet partners will pass access the DHS network via their own firewall as well as through the DHS firewall. Authentication for accessing State systems will be controlled at the source/destination/port level. County networks will access the DHS network through the DHS firewall as well.

Within the DHS Internal environment, there will be two Domain Name Servers (DNSs), one serving Delaware Valley and South Jersey, the other North Jersey. CWAs will have cache servers linking back (via the DHS firewall) to the primary DHS servers.

## **Anti-Virus Solution**

An enterprise-wide security (anti-virus) policy is being managed using the McAfee EPolicy Orchestrator (EPO) solution. DHS central servers act as a McAfee anti-virus mirror and EPO servers. The DHS anti-virus mirror servers updates hourly with the McAfee FTP server. DHS desktop computers check for and receive new virus definition files or AV engine changes from the DHS McAfee FTP server. EPO settings are customizable at the level of individual divisions, sites, and subnets.

## **Network Services**

In order to standardize and facilitate network communications, security, Internet and web access, email, clock synchronization, software distribution, and other common utilities within DHS, the following Network Services are currently supported:

- Dynamic Host Configuration Protocol (DHCP)
- Domain Name System (DNS)
- Time Service
- Tivoli Software Distribution
- Terminal (Server Support)
- Anti-Virus Policy Agent
- Anti-Virus Update
- Intrusion Detection Systems
- Electronic Mail
- Directory / Address Book
- Internet Access
- Mission Control / Netscape Communicator Configuration
- DHS Web Services
- DHS Search Engine / On-Line Manuals
- IE Administration Kit / Internet Explorer Configuration

## **Disaster Recovery Environment for Bull Enterprise Server**

Backups and recovery for the Bull mainframe (Olympus) is handled under contract with Integra, a Bull Company. The recovery environment includes network connection from Phoenix to Trenton and to the IBM platform recovery vendor (currently SunGard Availability Systems). There is also a network connection from the IBM hot site to a print recover vendor at Mail\_Gard Concepts, Inc. in Ivyland, PA.

In the event of a disaster, access to the recovery site would be within 24 hours; the recovery time objective is 72 hours, which includes time to move backup media and personnel to Phoenix and to recover the platforms in the alternate site.

## **Data and Physical Security**

- Standard security in Bull environment is via IDs and passwords; logical identifiers (LIDs) are now assigned dynamically upon login.
- All logins and application runs are logged and logs are maintained for 3 – 4 years.
- Security cameras are now in place at the HUB in addition to security measures already in place.

### **APPENDIX 3 – ACRONYMS**

**ABIE** – Automated Benefits Information Exchange

**ACF** – Administration for Children and Families

**ACSES** – Automated Child Support Enforcement System

**AFCARS** – Adoption and Foster Care Analysis and Reporting System

**ANSI** – American National Standards Institute

**AOSOS** – America’s One Stop Operating System

**ARCC** – At-Risk Child Care

**BARA** – Bureau of Administrative Review and Appeals

**BENDEX** – Beneficiary Data Exchange

**CAN** – Campus Area Network

**CARES** – Childcare Automated Resources and Eligibility System

**CASS** – Consolidated Assistance Support System

**CATS** – Contract Administration Tracking System

**CBC** – Center-Based Care

**CCDF** – Child Care Development Funds

**CCRRS** – Child Care Resource and Referral System

**CM** – Configuration Management

**Co-Co Mats** – Comprehensive Contact Management and Tracking System

**COTS** – Commercial-Off-The-Shelf

**CTRX** – Center-based Child Care System

**CWA** – County Welfare Agency

**DEFRA** – Deficit Reduction Act

**DFD** – Division of Family Development

**DHHS** – U.S. Department of Health and Human Services

**DHS** – Department for Human Services

**DHS-CO OIS** – Department for Human Services – Central Office, Office of Information Systems

**DMAHS** – Division of Medical Assistance and Health Services

**DRS** – Disqualified Recipient System

**DYFS** – Division of Youth and Family Services

**EA** – Emergency Assistance

**EBT** – Electronic Benefit Transfer

**EFT** – Electronic Funds Transfer

**EVMS** – Earned Value Management System

**FAMIS** – Family Assistance Management Information System

**FAX** – Financial Accounting Exchange

**FNS** – Food and Nutrition Service

**FS** – Food Stamps

**FVO** – Family Violence Option (FVO) Tracking System

**GA** – General Assistance

**GAAS** – General Assistance Automated System

**GSN** – Garden State Network

**HIPAA** – Health Insurance Portability and Accountability Act of 1996

**HUD** – Department of Housing and Urban Development

**IEEE** – Institute of Electrical and Electronics Engineers

**IEVS** – Income & Eligibility Verification System

**IMAS** – Income Maintenance Administrative Supervisors

**ISIS** – Information Systems Impact Study

**JAD** – Joint Application Design

**LAN** – Local Area Network

**LIHEAP** – Low Income Home Energy Assistance Program

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**LWD** – Department of Labor and Workforce Development

**MACC** – Medical Assistance Customers Center

**MES** – Medicaid Eligibility System

**MMIS** – Medicaid Management Information System

**NCANDS** – National Child Abuse and Neglect Data System

**NJCK** – New Jersey Cares for Kids

**NJ SPIRIT** – New Jersey Statewide Protective Investigation, Reporting and Information Tool

**OIS** – Office of Information Systems

**OIT** – Office of Information Technology

**OMEGA** – On-line Management of Economic Goal Achievement

**OPRA** – Open Public Records Act

**PARIS** – Public Assistance Reporting Information System

**PMI** – Project Management Institute

**PMP** – Project Management Plan

**QA** – Quality Assurance

**QC** – Quality Control

**RRDC** – River Road Data Center

**SACWIS** – Statewide Automated Child Welfare Information System

**SAN** – Storage Area Network

**SDLC** – System Development Life Cycle

**SDW** – Shared Data Warehouse

**SDX** – State Data Exchange

**SIS** – Service Information System

**SLA** – Service Level Agreement

**SME** – Subject Matter Expert

**SOIL** – State Offset of Income Liability  
**SSA** – Social Security Administration  
**SSI** – Supplemental Security Income  
**TANF** – Temporary Assistance for Needy Families  
**TOP** – Treasury Offset Program  
**TRA** – Temporary Rental Assistance  
**UAP** – Universal Application Process  
**UAT** – User Acceptance Test  
**UCCA** – Unified Child Care Agency  
**USF** – Universal Service Fund  
**WAN** – Wide Area Network  
**WFNJ** – Work First New Jersey  
**Y2K** – Year 2000

**Distributed  
Information  
Technology  
Architecture  
Appendix 4**

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## **General Overview**

The New Jersey Department of Human Services (DHS) Office of Information Systems (OIS) is responsible for the development, maintenance and hosting of many applications serving the agency, its employees, business partners, and clients throughout the State.

The current DHS OIS computing and data communications environment is an amalgam of centrally managed enterprise servers; division and departmental application, database, and file servers; county-administered applications; and desktop clients. Network interconnectivity is provided via Local Area Networks (LANs), Campus Area Networks (CANs), and Wide Area Networks (WANs) linking DHS facilities to the State Hub, Capital Place One, the Garden State Network (GSN), and the Internet. This environment supports hundreds of various size applications and services across all the DHS divisions. The computing environment includes security and disaster recovery resources.

DHS has implemented and is expanding the delivery of distributed services through the Internet and intranets. Additionally, DHS is currently in the process of initiating a number of large network and application modernizations in an effort to enhance client access to DHS services, while empowering employees with expanded client and program information and analysis.

## **Facilities and Environment**

The DHS computing facilities and network are distributed across the State. There are six computer centers:

- Capital Place One (CP1)
- Quakerbridge Center (QBC)
- Luczak Data Center (LDC)
- Capital Center (CC)
- State Police Systems and Communications Center (SAC)
- Office of Information Technology (Hub)

There are nine communications hub sites:

- Woodbridge Developmental Center (Woodbridge)
- Joseph Kohn Rehabilitation Center (JKRC)
- Capital Place One (CP1)
- Quakerbridge Center (QBC)
- Capital Center (CC)
- State Police Systems and Communications Center (SAC)
- Office of Information Technology (Hub)
- Woodbine Developmental Center (Woodbine)
- Ancora Psychiatric Hospital (Ancora)

## **Security and Monitoring**

DHS employs physical security to ensure that client assets are safe, secure, and protected against outside intrusion and unauthorized access. Uniformed and civilian personnel control the movement of all persons within the center facilities. Security measures include registration of all visitors, viewable credentials worn by employees and visitors, access key controlled door locks, camera surveillance systems and random patrolling of facilities by security personnel.

Access to secured areas is permitted via an authorized badge access system that is maintained by the DHS Facilities Group. The access badge system database is audited to ensure that only authorized personnel are permitted access to secure areas within the data center facilities. All previously authorized personnel that are no longer working with DHS or for the State of New Jersey are purged from the access badge system database.

The majority of the servers are housed within standard unlocked cabinet systems that are open and available to authorized system administrators (and vendors under system administrator supervision) to perform standard software, hardware, and diagnostic services. Locked smart cabinet systems are utilized to secure access to sensitive servers and the information they contain.

The responsibility of the Computer Center personnel is to ensure the availability, reliability and operational status of all production servers, the network, the environmental systems, and security systems within the facility. Facility Management, Capacity/Performance and Network Management systems and software are utilized by the Computer Center personnel to proactively monitor and display the status of these systems within the facility.

Alarms are strategically placed throughout each computer center facility and within the server rooms to alert personnel in the event of an unauthorized intrusion, environmental system failure, or fire. All support systems within these facilities are tested on a regularly scheduled basis to ensure that the alarm systems properly operate.

### **Power**

Each computer center is fed commercial power to multiple onsite transformers. Each data center contains redundant power systems to achieve maximum availability and reliability of all systems. Computer Center personnel closely monitor external and internal power distribution systems to maximize system uptime.

Each computer center maintains multiple Uninterruptible Power Sources (UPS) that allow all critical systems and associated equipment to remain powered up and operational in the event of a power failure.

### **Environmental Climate Control**

Each computer center is equipped with a complete environmental system to guarantee optimal heating, cooling, and humidity levels in order to facilitate the availability, reliability, and continued operation of all systems.

### **Fire Detection and Suppression Systems**

Each computer center has a complete fire detection and suppression system equipped with an annunciator panel that shows the current status of the fire detection and suppression system.

## **DHS Network**

### **Tiered Internet Architecture**

DHS has implemented an n-tier network architecture to provide state-of-the-art security design to DHS' network resources. This architecture consists of five firewalls protecting our core network from the Internet world.

According to the DHS security policy, an Internet user can only communicate with servers on the public tier. A public tier server can only communicate with a secure tier server, and only a secure tier server can communicate with core network. A server or workstation can communicate with any device on a higher layer, and the response can come back to only that originating device. Therefore, in communicating downward in the model from the Internet, at each tier there must be a process, which takes a request and hands it down to the next layer. Typically, this model fits well with distributed application design, where tier 1 handles presentation (Web servers), tier 2 handles business logic (Application servers), and tier 3 houses the data (Data servers).

### **DHS Network Architecture**

DHS builds and manages a multi-agency, TCP/IP network across New Jersey. This network supports agencies through dedicated and switched services in support of centralized and distributed data processing applications resident in mainframe, mini-computer, local area network (LAN), and personal computer environments. The DHS network also provides network services such as DNS (domain name system), DHCP (Dynamic Host Configuration Protocol), Active Directory, Email, and Calendar.

The DHS network is comprised of nine communication hub sites. These sites are interconnected to form a statewide backbone network. The backbone is designed with multiple paths to increase service reliability and availability in the event of a failure. Primary transport technologies in use include frame relay (FR), Asynchronous Transfer Mode (ATM), T-1, T-3, OC3, and OC12. The major contracted carrier service providers at this time are AT&T and Verizon for the Garden State Network (GSN), the State's network maintained by the Office of Information Technology.

Internet access to DHS public information is provided through the State's public access Web server ([www.state.nj.us](http://www.state.nj.us)). The DHS network firewall infrastructure provides a physical n-tier architecture designed for internal, external and extranet networks. The External firewall infrastructure has a tier 1 for web serving, tier 2 for application serving (business logic) and tier 3 for database serving. The Internal firewall infrastructure has a tier 1 for web serving, tier 2 for application serving (business logic) and tier 3 for database serving. The Extranet firewall infrastructure has a perimeter defense to restrict Extranet Partners to access only State mandated systems and network services by way of TCP/IP protocol and ports. Refer to Appendix 1 – logical network diagram.



The policy prohibits advancing inbound more than one tier at a time without a process to supervise communications with the next tier. Firewall rules are created to allow specific connection defined by specific ports. The typical public access is by port 80 (http) and 443 (https). Dialup services are provided to limited users through Cisco 5350 routers. It provides 56K asynchronous capabilities for remote access. Extranet connections require point-to-point connections from the vendor to the secure layer of the firewall infrastructure. The cost of these connections varies based on the circuit ordered.

## **Enterprise Servers and Operating Systems**

### **Shared Server Infrastructure**

The Shared Server Infrastructure (SSI) is located at the Hub and Capital Place One data centers. It is an area in each computer room where servers are centralized to offer a common location to manage the distributed environment. Optimizing key server resources through common logical and physical environments positions DHS to properly plan, manage and control a growing server infrastructure. The SSI supports the following operating system platforms:

- IBM AIX
- Sun Solaris
- Microsoft Windows

### **Storage Area Network**

DHS manages two Storage Area Networks (SAN) at Capital Place One in Trenton. The SAN consists of a communication infrastructure that provides physical connections, and a management layer, which organizes the connections, storage elements and computer systems so that data transfer is secure and robust. The DHS SAN attaches storage devices to servers in a networked fashion, using hubs, switches, bridges, and directors to build the topology.

### **Backup and Recovery**

#### *Database*

For daily database backup, Oracle's Recovery Manager (RMAN) utility and Tivoli's Data Protection for Oracle (TDPO) product are utilized to perform "hot" physical backups to tape. A hot backup means that the databases being backed up actually remain open and available to end-users.

"Cold" physical backups are also performed in development environments only. In this case, the database is shut down and the key Oracle database components (control, database and redo log files) are backed up at the file system level via Tivoli Storage Manager (TSM).

Logical backups are performed where data (tables, stored procedures, etc.) is extracted with the Oracle Export Utility and stored in a binary file. Logical backups are used to supplement Physical backups.

For remote backup, Oracle's Data Guard product provides complete protection against corruptions and data loss. Redo data is synchronously transmitted from the primary production database to a remote, standby database. Data Guard automates the manual process of maintaining this standby copy of the production database. The standby

database can be used if the production database is taken offline for routine maintenance or becomes unexpectedly damaged or unavailable. Data Guard can also be configured in such a way to also provide off-line reporting capabilities.

Finally, copies of backup tape sets created by Tivoli Storage Manager (see above) are stored at a remote location for disaster recovery purposes.

### *IBM / AIX*

For IBM pSeries servers, DHS uses a combination of AIX Operating System (OS) tools and third party products to permit a complete data solution for enterprise level storage management, backup and recovery across heterogeneous IT environments comprised of hardware devices, applications, databases, and operating systems.

At the Operating System level, Tivoli Storage Manager (TSM) provides policy-based back up and restoration functionality across the entire network so that a copy of business critical data can be kept secure at all times from both natural and unnatural disasters. TSM optimizes storage utilization, minimizes downtime and streamlines storage management. AIX operating system backup images are created using the AIX **mksysb** command.

### *Intel / Microsoft Windows*

The Intel platform running all Microsoft Windows servers are backed up using Veritas BackupExec and PowerQuest V2I. Backups occur nightly, with full backups occurring daily or weekly with daily incrementals. The servers are imaged using the PowerQuest V2I software. A server image can be restored and data restored using these two products.

### *Sun / Solaris*

The Sun platform running all Solaris servers are backed up using Veritas NetBackup. Backups occur nightly, with full backups occurring weekly with daily incrementals.

## **Distributed Information Technology (IT) Architecture**

The distributed IT architecture is based on IBM pSeries (formerly RS/6000 Scalable Parallel (SP)) hardware running AIX UNIX, WebSphere and Oracle software for the J2EE model, and Dell hardware and Microsoft IIS, COM and SQL Server for the Microsoft model.

### *Web Serving:*

- IBM pSeries (AIX UNIX) running IBM HTTP Server
- Dell Servers (Windows 2000/XP) running Microsoft Internet Information Services (IIS) and Microsoft Internet Security and Acceleration (ISA)

### *Application Serving:*

- IBM pSeries running both Oracle Internet Application Server (iAS) and

- IBM WebSphere Application Server software
- Dell Servers (Windows 2000/XP) running Microsoft Component Object Model (COM)

*Data Serving:*

- IBM pSeries (AIX UNIX) running Oracle
- Dell Servers (Windows 2000/XP) running Microsoft SQL
- IBM WebSphere MQ (formerly MQ Series)

*Directory Serving:*

- Lightweight Directory Access Protocol (LDAP)
- Microsoft Active Directory

*Network Architecture:*

- DHS maintains an n-tiered logical network infrastructure (separate layers for client, presentation, application, data, etc.) to provide greater flexibility and scalability
- Public (Internet based) access is limited to the webserving tier only.
- Extranet access through a secure network infrastructure

*Portal Environment:*

- Microsoft Content Manager
- Microsoft SharePoint

*Enterprise Public Key Infrastructure:*

- VeriSign Managed PKI (for PKI certificate issuance)
- VeriSign Auto-Authentication software
- VeriSign Key Management

There are a number of development servers. Some provide staging and development for the Web applications utilizing HTML scripts and graphics bound for the state public web server and the department's intranet. Others are staging and development servers for Java and Microsoft applications bound for the application Web servers.

## **Data Management**

DHS has built a logical data model and data management framework to manage a core of common data at the enterprise level. This strategy has enabled DHS to use relational technologies to collect, disseminate and maintain the integrity of critical data elements across multiple DHS programs. By adhering to common data standards, DHS will be able to:

- Collect data once and use it often, improving data accuracy
- Warehouse data more effectively for various needs
- Store data more effectively for a timelier and more complete information picture
- Better protect the privacy of individuals while improving access to non-restricted information

The intent is to manage the overall data assets to achieve optimal integration, sharing, access, and utilization of technology resources and infrastructure. DHS utilizes various concepts and tools to accomplish these goals. These include:

- Shared Data Warehouse and Data Mart
- Business Intelligence Tools
- Extract, Transform and Load (ETL) Tools
- Meta Data Management
- Data Modeling
- Data Quality Tools
- Data Cleansing
- Data Integration
- Data Mining

## **Database Management Systems (DBMS)**

The strategic relational database for DHS is Oracle. DHS also maintains some SQL Server Relational DBMS databases.

## **Data Transfers**

DHS has two ways of sending and receiving files for host to host transfer. The first method is a secure file transfer (SFT) utilizing advanced data encryption technologies. This is a manual interface through the DHS Citrix server environment. Connectivity is through the use of the Citrix client and authenticating to the Citrix server environment. The user selects the file needed to send, receive or browse and selects the source or destination of that file. The transfer occurs using 128-bit encryption and the user is advised of the success of that transfer. The second method is through the DHS firewall infrastructure using the private network. No transfers occur over the Internet or the public network.

## **Application Development and Infrastructure**

### **Application Development Environment and Programming Languages**

The application environment for new web browser based applications is object-oriented design using Java J2EE or .Net components running on WebSphere or MS IIS application servers. Programs are developed utilizing HTML, Java Server Pages, Java Script, Microsoft .Net components, Servlets, Java Beans and Enterprise Java Beans. The goal of the enterprise is to develop reusable components and make use of DHS standard shared architectural components.

### **Service Oriented Architecture and Enterprise Frameworks**

The DHS strategic direction is the placement of existing and future services into an enterprise design consistent with service oriented architectures. An enterprise design moves otherwise wholly unique and separate designs into an architecture that supports sharing of business processes, technical services, and common data. Each program manages its own unique business rules and information but builds from a common data model. Enterprise frameworks provide the ‘glue’ that simplifies the required integration among the programs. Benefits include:

- Providing common technical services such as security, scheduling, and auditing,
- Utilizing shared human services functions such as case management,
- Presenting a common interface for users and clients, and
- Reduced development and maintenance costs.

### **Personal Computer Desktops**

Department desktops use Windows operating systems with 100% of present deployments in Windows XP Professional or Windows 2000 Professional. See Appendix 5, “Desktop Software”, for the standard configuration of desktop software.

### **Geographic Information System (GIS) Services**

DHS currently has access to the State GIS services. The State’s management and access of spatial data is facilitated through a gateway, which utilizes a combination of technologies including Oracle Spatial and Environmental Research Institute (ESRI) Arc Spatial Data Engine (ArcSDE). Spatial data is provided in a format that can be accessed by a variety of desktop GIS clients or by other applications using standard SQL queries. Any proposed solution that includes a GIS component and/or incorporates spatial data is evaluated, planned, designed, and implemented in concert with the OIT Office of GIS.

## **Single-SignOn Service**

DHS uses a Single-SignOn process which employs an application Header control. It is in the form of a light-weight Java HTTP Servlet or a .NET user control. Either of these can be called or included in another application. It is a mandatory requirement for all DHS applications developed in Java or .NET to include this universal application banner/header in all their respective applications.

## **Integration and Messaging**

### **Message Oriented Middleware**

DHS has implemented IBM WebSphere MQ (formerly MQ Series) in many critical application environments for enterprise messaging between systems. WebSphere MQ is currently in production on the IBM pSeries platforms for connectivity to the J2EE application environment and IIS applications.

### **Enterprise Application Integration (EAI)**

An EAI solution enables real-time data and workflow integration from one system to another. DHS uses IBM WebSphere MQ as its EAI product.

### **Web to Host**

The State supports two Web to Host products; GWEB for access to the Bull environment and IBM Host Integrator for access to the IBM environment.



## **Presentation and Portal Services**

DHS has implemented a distributed n-tiered technical architecture and production environment to facilitate the delivery of web based services to clients, business partners and employees of the State of New Jersey. The distributed architecture facilitates true portal functionality through the registration and management of intranet, extranet and Internet based members into appropriate portal venues. Management of portal members is role based; i.e., users are assigned one or more roles (e.g., DHS Client, DHS Employee, Provider, etc.), which govern their access to informational and transactional services.

The Distributed architecture provides the following functional services:

- User registration, authentication & security services
- Policy Management
- Directory Services
- Public Key Infrastructure
- Data, application and web serving platforms

## **Portal Management**

The DHS portal environment is provided via a combination of:

- Microsoft Content Management Server software
- Microsoft SharePoint
- LDAP directory and Microsoft SQL database services
- A custom administration tool, with an HTML user interface, written in .Net and served from the distributed application server platform

Access to the LDAP directory and SQL database services is managed by a custom .Net framework served from the distributed application server platform.

## **Identity Management**

### **Public Key Infrastructure**

DHS has implemented and is hosting a private certificate authority using products and services from VeriSign to implement an Public Key Infrastructure. DHS technical staff has implemented the following components for PKI:

- Registration
- Certificate Issuance
- Revocation of Certificates
- Storing and Retrieving Certificates
- Certificate Revocation Lists
- Key Lifecycle Management

The infrastructure meets the majority of PKI business requirements for Internet, Intranet and Extranet users. A distributed administration model gives the Office of Information Systems control over registration and issuance of certificates. DHS maintains the Certificate Revocation function, Certificate Revocation Lists, and Key Lifecycle management. Security requirements for the DHS Portal environment will vary, ranging from simple user name and password to more stringent requirements including the use of PKI.

### **Enterprise Directory Services**

DHS maintains a SunONE Lightweight Directory Access Protocol (LDAP) compliant enterprise directory service for all DHS employees (DHS Master Directory). It is currently in use supporting PKI deployments as well as agency-based extranet user management. DHS personnel names, locations, telephone system data, and e-mail addresses have been integrated into the directory. Approximately 20,000 entries, one for each DHS employee, extranet business partner and community service provider organizations now reside in the directory. DHS is in the process of transitioning from the SunONE Directory to Microsoft Active Directory and Active Directory Application Module (ADAM).

DHS clients and business extranet partners will also be authenticated using ADAM to allow access to certain DHS services and applications. Authorization leverages pre-defined communities of users and applies role-based policy against those communities to ensure that non-DHS employees access and use only those services for which permission has been granted and is controlled by the application program staff.

## **Network Monitoring and Performance Assessment**

IPSwitch Whatsup Gold and MRTG (Multi-protocol Routing Traffic Grapher) are used to perform baseline analysis of the existing network environment prior to deploying new and existing applications, and connectivity to Human Service network facilities. The existing application protocols and their respective volumes traversing the local (LAN) and wide area network (WAN) are identified and their bandwidth consumption, average response times and traffic volumes measured. This analysis can be used as a benchmark comparison against future performance. In instances where a wide area network connection employs Frame Relay technologies, the circuit utilization can be obtained.

Etherpeek and TCPDump are used to collect local area network traffic packets. The packet analysis provides data for tracking host to host connectivity and type of data being sent and received over TCP/IP, ip addresses, protocols and port numbers.

## **Enterprise Systems Management (ESM) Architecture**

Enterprise Systems Management (ESM) can be concisely defined as the end-to-end management of the evolving, heterogeneous, multi-platform, distributed computing environment. ESM tools are used to detect, correlate, escalate and prioritize events; manage responses to those events; and report on those incidents in a pro-active, real-time event management environment in order to provide a secure, highly available, robust, multi-platform enterprise infrastructure that meets or exceeds system requirements.

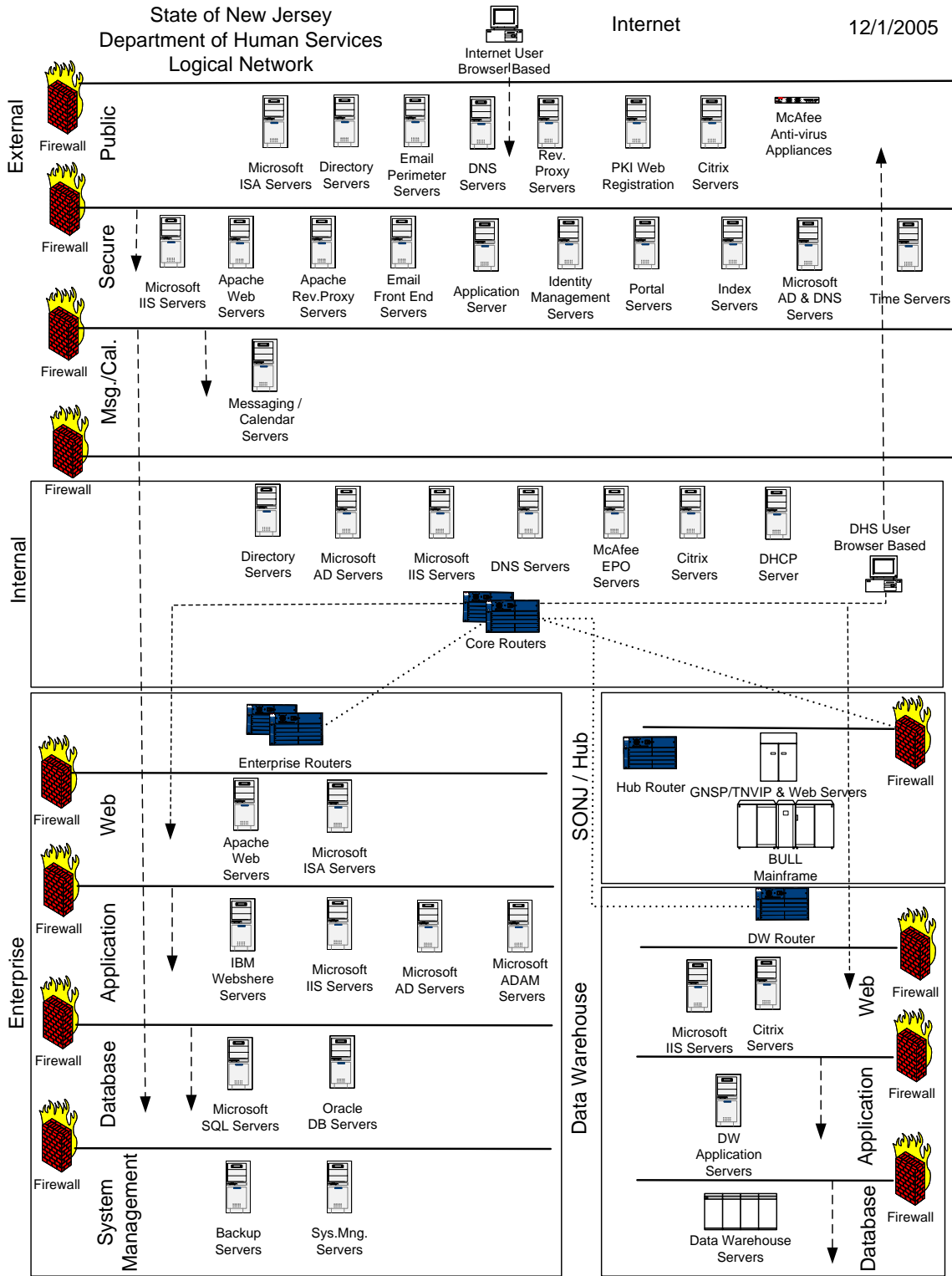
DHS has implemented various monitors, distributed storage management, and event management components that are integrated with problem management for the automatic generation of trouble tickets for critical events. Event management is via the Tivoli Enterprise Console (TEC), along with the software products that report to TEC as well as detect, record, and correlate all enterprise significant events.

DHS will also implement Tivoli's Configuration Manager for inventory, remote control and monitoring of transaction performance (to monitor the performance and availability of distributed and enterprise transactions) and Alloy Software Asset Navigator for inventory of hardware and software.

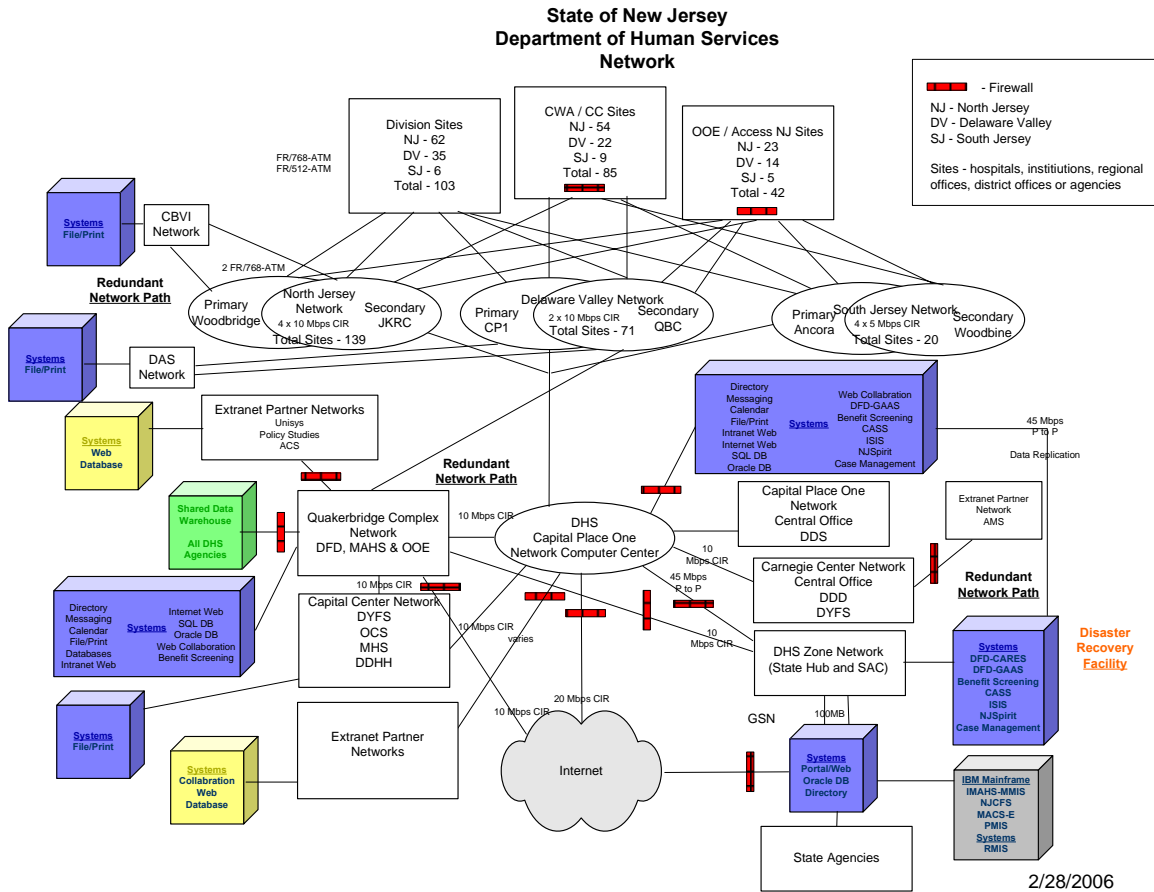
### **Enterprise Help Desk**

Infra Corporation's *infraEnterprise* Service (Help) Desk application is used for call management, problem management and change management. This product improves client application availability through the automatic notification and escalation of problems via pager and email and the integration of problem and change management. A change control module is also included.

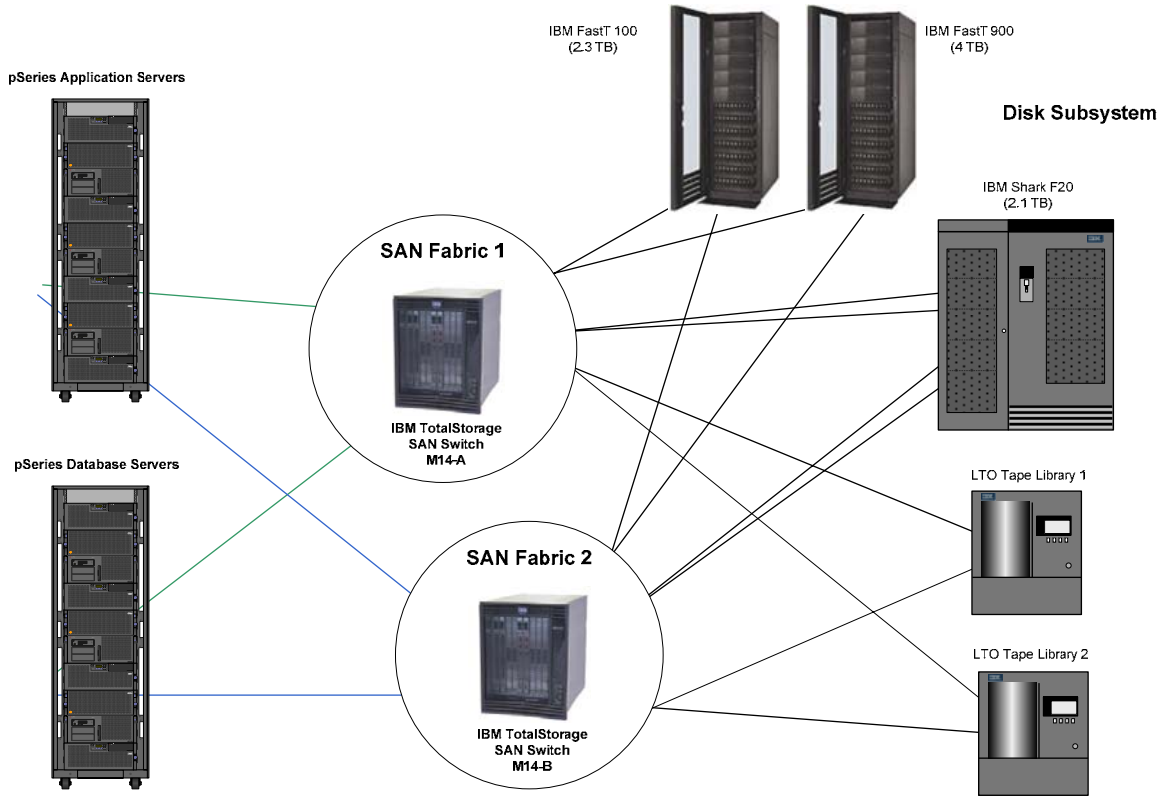
# Appendix 1 - Logical Network Diagram



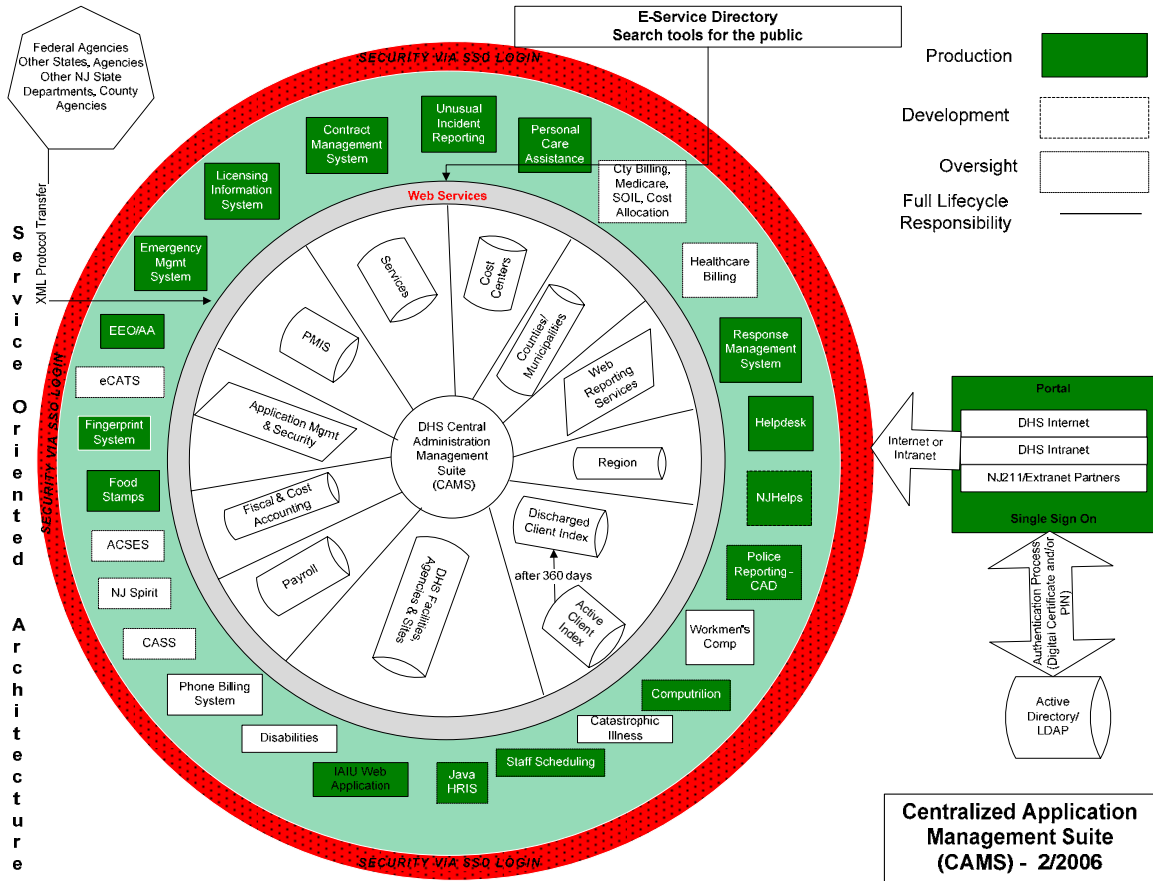
# Appendix 2 - Physical Network Diagram



## Appendix 3 – Storage Area Network Diagram



## Appendix 4 – Development Environment



DHS IT is applying this development methodology as a means to:

- eliminate duplicate functions in each division by building and supporting them from a framework perspective
- pull common data together to eliminate duplication
- standardize access to data via web services



## Appendix 5 - Products and Technologies

\* Support Level Key:

E = Enterprise      This technology represents the DHS strategic direction and is currently supported across multiple Department initiatives.

L = Limited      This technology represents DHS minimum requirements and is currently supported in at least one Department initiative.

S = Sunset      This technology is in use, but DHS wishes to retire this technology by limiting new investments in it.

**Note:** This is not an endorsement of any vendor's products. Also, while release versions are not listed for products below, DHS expects to use the most current or next current released production version at the time of implementation.

<u>Category</u>	<u>Product</u>	<u>Support Level*</u>
<b>Operating Systems - Servers</b>		
	AIX UNIX	E
	LINUX	L
	Solaris - to be replaced by Microsoft Exchange servers	S
	Windows 2000 Server	L
	Windows NT	S
	Windows 2003 Server	E
<b>Operating Systems – PCs</b>		
	Windows 2000	L
	Windows NT	S
	Windows XP	E
<b>Database Platforms</b>		
	Oracle	E
	Microsoft SQL Server	L
<b>Languages</b>		
	COBOL	L
	J2EE Java	E
	HTML	E
	JavaScript	E
	SQL	L
	Oracle Forms/Reports/PL SQL	S
	XML	E
	.NET	E

<u>Category</u>	<u>Product</u>	<u>Support Level*</u>
<b>Portal Services</b>	Microsoft SharePoint	E
	Oracle Portal Server	L
<b>Identity Management / Policy Services</b>		
	DHS Single Sign On Module, authentication and application controls through LDAP	E
<b>Directory Services</b>		
	Microsoft Active Directory	E
	Sun ONE LDAP	L
	Microsoft Active Directory Application Module (ADAM)	E
<b>Data Transfer</b>		
	Secure File Transfer	E
	Direct Private Connection	L
<b>EAI (Enterprise Application Integration)</b>		
	IBM WebSphere MQ Series	E
<b>GIS Technology</b>		
	ESRI: ArcSDE – Spatial Data Hosting via State services	E
<b>Application Servers</b>		
	Oracle Internet Application Server (iAS)	L
	IBM WebSphere Application Server	E
	Microsoft Internet Security and Acceleration (ISA)	E
<b>Web Servers</b>		
	IBM HTTP Server	E
	Microsoft IIS	E
	Oracle Apache	E
<b>Messaging Technology</b>		
	IBM WebSphere MQ Series	E
<b>Security Tools</b>		
	ACF2	L
	VeriSign PKI	E
	SSL	L

<b><u>Category</u></b>	<b><u>Product</u></b>	<b><u>Support Level*</u></b>
<b>Document Imaging</b>	IBM Content Manager	E
	Kodak Scanners and Kofax Software	E
<b>Network Management</b>	IPSwitch Whatsup	E
	HP OpenView	E
	Tivoli Suite	E
<b>Mail</b>	Microsoft Outlook	E
	Microsoft Outlook Express	E
	Netscape Messenger Mail	S
<b>Calendar</b>	Netscape Calendar	S
	Microsoft Outlook	E
<b>Audio / Video</b>	Real Media	L
	Microsoft	L
	Avid Xpress	L
<b>OLAP (Online Analytical Processing)</b>	Business Objects	L
	Web Focus	E
<b>Software Administration</b>	SourceSafe	E
<b>Data Warehouse Products</b>	Informatica (ETL Platform)	E
	Trillium (Data Integration - UCI)	E
	MetaCenter (Meta Data Repository)	L
	Teleran i-Sight (Performance Tool)	E
	ArcView (Geographic Analysis)	E
	Citrix Metaframe (Network Tool)	E

<u>Category</u>	<u>Product</u>	<u>Support Level*</u>
<b>Data Mining &amp; Statistical Analysis</b>	BusinessObjects (Data Retrieval, Reporting & Analysis)	E
	SPSS (Statistical Analysis)	L
	SPSS Clementine (Data Miner)	L
	QueryPath (Data Retrieval and Reporting)	L
<b>Reporting Tools</b>	Oracle Reports	L
	Crystal Reports	L
	Web Focus	E
	Magna8	S
<b>Development Tools</b>	Macromedia DreamWeaver (HTML)	L
	Forte	E
	Adobe	L
	Quark	L
	Macromedia Flash	L
	Macromedia Fireworks	L
	Pagemaker	L
	Microsoft FrontPage	E
	Microsoft Developer Studio	E
	Microsoft Source Safe	E
	Rationale Rapid Application Development	E
<b>Desktop Software</b>	Netscape Communicator	S
	Internet Explorer	E
	Microsoft Office 97	S
	Microsoft Office XP	E
	Microsoft Visio	E
	McAfee VirusScan	E
	McAfee ePolicy Orchestrator (ePO)	E
	Tivoli TME	E
	Microsoft SMS	E
	Glink	E
	Oracle Client	E
	Adobe Acrobat	E
	ExtendNet Connect for TCP/IP	E
	HP JetDirect Printing System	E

<u>Category</u>	<u>Product</u>	<u>Support Level*</u>
<b>Hubs/Switches/Routers</b>		
	Data: Cisco	E
	VOIP: Avaya	E
	Data: 3COM	S
<b>Performance Assessment Tools</b>		
	IPSwitch Whatsup Gold	E
	Multi-protocol Routing Traffic Grapher (MRTG)	E
	WildPackets Etherpeek	E
	TCPDump	E
<b>Firewalls</b>		
	Cisco – Pix	E
	Nokia – Check Point FW1	E
<b>Specialized Appliances</b>		
	Internet Filter: Websense	E
	Antivirus: McAfee	E
	Cache Engine: Cisco	E
	Load Balancing: Cisco and Intel	E

**Security  
Framework -  
Information  
Security  
Management  
System  
Appendix 5**

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## **DHS Security Framework – Information Security Management System**

### **Introduction**

The Department of Human Services is working on a security framework to address information technology security requirements based on federal and state laws. This framework will use HIPAA Security (Health Insurance Portability and Accountability Act of 1996, 42 USC 1301 et seq., and the associated regulations at 45 CFR Parts 160 and 164), ISO-17799 (International Standards Organization) Information Security Management System and Information Technology Standards.

The framework establishes security safeguards, a security best practice, and a dynamic security plan for information technology.

The Department of Human Services will review and incorporate international, federal and state security laws and guidelines into the security framework.

- HIPAA Security – Health Insurance Portability and Accountability Act of 1996, 42 USC 1301 et seq., and the associated regulations at 45 CFR Parts 160 and 164.
- ACF-ADP – Administration for Children and Families-Automated Data Processing, Federal Guidelines 45 CRF Part 95, Subpart F, Section 95.621.
- IRS – Security Guidelines for Federal, State, and Local Agencies – Publication 1075.
- FERPA – Family Education Records Privacy Act, 20 USC 1232g, and the associated regulations @ 34 CFR Part 99. Federal Regulations Title 34, Part 99.
- FISMA – Federal Information Security Management Act of 2002, Public Law 107-347.
- ISO 17799 (International Standards Organization) Information Security Management System.
- State of New Jersey 211th Legislature - Identity Theft Prevention Act, June 2005.
- Other confidentiality laws as applicable.

The Department of Human Services will establish its security standards based on international and industry security standards.

- NIST (National Institute of Standards and Technology) Publications

### **HIPAA Security**

The HIPAA Security Standards are designed to be scaleable and technology-neutral in order to make the requirements achievable by each unique health care organization and compatible with advances in technology. Entities are required to:

- Assess potential risks and vulnerabilities;
- Protect against reasonable threats to information security or integrity, and against unauthorized use and/or disclosures;



## *Security Framework – Information Security Management System*

- Implement and maintain reasonable security measures that are appropriate to the entity's needs, capabilities, and circumstances; and
- Ensure compliance with respect to the security safeguards by all employees, agents and contractors.

HIPAA security requirements are presented using the following three themes:

**Administrative safeguards** defines the requirements for administrative actions, policies and procedures on topics including risk analysis, sanction policies, workforce policies, contingency planning and business associate arrangements.

- Security Management Process
- Assign Security Responsibility
- Workforce Security
- Information Access Management
- Security Awareness and Training
- Incident Response Procedures
- Contingency Plan
- Evaluation
- Business Associate Contracts

**Physical safeguards** define the security requirements pertaining to facilities, workstations and media to protect these assets from natural and environmental hazards, and unauthorized intrusion.

- Facility Access Controls
- Workstation Use
- Workstation Security
- Device and Media Controls

**Technical safeguards** defines the technology, policies and procedures related to the use and controlled access of protected health information, and includes topics such as access and audit controls, user authentication and encryption.

- Access Control
- Audit Controls
- Integrity
- Person or Entity Authentication
- Transmission Security

See Appendix A, for listing of administrative, physical, and technical policies & procedures.

## **ISO-17799 Information Security Management System**

ISO-17799 is a comprehensive set of controls comprised of the best practices in information security. It is essentially, in part (extended), an internationally recognized generic information security standard (see document entitled ISO-17799 Cycle).

- Security Policy
- Organizational Security
- Asset Classification and Control
- Personnel Security
- Physical and Environmental Security
- Communications and Operations Management
- Access Control
- System Development and Maintenance
- Business Continuity Management
- Compliance

## ***Information Technology Standards***

The Information Technology Standards are a set of standards that provide a direction for Department of Human Services to plan and incorporate security industries' best practices and security check lists.

- Strategic Plan
- Distributed Architecture
- Network infrastructure
- Systems
- Software
- Application Development
- Databases
- Computers
- Mobile devices
- Telephony
- Video Conferencing

## ***Analysis and Implementation Plan***

### **Scope**

- Identify State and Federal Laws and Guidelines.
- Create an Administrative Order for Information Security (see pages 14-23)
- Create a logical network diagram.

### **Analysis**

- Analyze the information technology operations of the Department and each division of DHS in terms of its compliance with HIPAA standards and requirements.
- Analyze compliance with ISO-17799, ACF, IRS, FISMA, and FERPA.

### **Identify Assets and Classification**

- Identify existing systems and inventory in the context of the requirements of HIPAA and DHS efforts to achieve compliance with the HIPAA regulations.
- Creation of a risk assessment sensitivity guide to determine the data classification of specific assets, applications, and grade them from 1-5, consisting of Confidentiality, Integrity, and Availability of the System.

Reference the DHS Risk Assessment Sensitivity Guide.

### **Administrative Safeguards**

#### **164.308 (a)(1)(i) Security Management Process**

- (ii)(A) Risk analysis (Required).

##### GAP Analysis

The GAP Analysis analyzed the practices, policies, and procedures related to the privacy of protected health information in each DHS Division, to determine compliance with HIPAA requirements related to protected health information.

##### Phase 1

Tool: Microsoft Excel

Action Taken: Office of Information Systems team interviewed the Department and each Division to identify if steps have been taken to address HIPAA Security compliance. The team identified specific assets, asked questions, and collected the answers. The information collected was then stored in Microsoft Excel for reference. The GAP Analysis Reports were broken down and placed in order by the Department and Divisions.

Phase 2

Tool: Microsoft Excel

Action Taken: Office of Information Systems team reviewed the results of the Department and Divisions' GAP Analysis Reports and created an Action Report to provide insight on what steps or actions will be taken to ensure compliance.

Reference the DHS HIPAA Security GAP Analysis Action Report.

▪ (ii)(B) Risk management (Required)

Risk Management encompasses three major processes.

- assessment
- mitigation
- evaluation

Assessment

The assessment identifies a keen understanding of the asset's processing environment, the extent of the potential threat and the risk associated with an asset and identifies the controls for eliminating or reducing the risk.

The risk assessment has nine steps:

- Asset Characterization
- Threat Identification
- Vulnerability Identification
- Control Analysis
- Likelihood Determination
- Business Impact Analysis
- Risk Determination
- Control Recommendations
- Results Documentation

Mitigation

The mitigation involves prioritizing, evaluating and implementing appropriate risk-reducing controls recommended from the risk assessment process.

The risk mitigation has six steps:

- Risk Mitigation Options
- Risk Mitigation Strategy
- Approach for Control Implementation
- Control Categories

- Cost Benefit Analysis
- Residual Risk

#### Evaluation

The components of an asset change over a period of time. The changes of these components, hardware, software, personnel, process, technology, policies etc. affect the security posture of the organization. These changes mean that new risks may surface or old risks may disappear and risks previously mitigated may again become a concern. These assets go through the risk management cycle once again; thus the process is ongoing and evolving.

The risk evaluation has three steps:

- Scheduled / Periodic Risk Assessment
- Scheduled / Periodic Disaster Recovery testing

Reference the DHS Risk Management Plan.

- (ii)(C) Sanction policy (Required)
- (ii)(D) Information system activity review (Required)

#### **164.308 (a)(2) Assigned Security Responsibility**

- Incorporate into the Administrative Order on Information Security. The Department of Human Services will assign a chief security officer to oversee all information technology security requirements and ensure federal and state security compliance.

Reference the DHS Chief Security Officer Responsibilities document.

#### **164.308 (a)(3) Workforce Security**

- (ii)(A) Authorization and/or supervision (Addressable)
- (ii)(B) Workforce clearance procedure (Addressable)
- (ii)(C) Termination procedures (Addressable)

#### **164.308 (a)(4) Information Access Management**

- (ii)(A) Isolating health care clearinghouse functions (Required)
- (ii)(B) Access authorization (Addressable)
- (ii)(C) Access establishment and modification (Addressable)

#### **164.308 (a)(5) Security Awareness and Training**

- (ii)(A) Security reminders (Addressable)
- (ii)(B) Protection from malicious software (Addressable)
- (ii)(C) Log-in monitoring (Addressable)
- (ii)(D) Password management (Addressable)

#### **164.308 (a)(6) Security Incident Procedures**

**164.308 (a)(7) Contingency Plan**

- (ii)(A) Data backup plan (Required)
- (ii)(B) Disaster recovery plan (Required)
- (ii)(C) Emergency mode operation plan (Required)
- (ii)(D) Testing and revision procedures (Addressable)
- (ii)(E) Applications and data criticality analysis (Addressable)

**164.308 (a)(8) Evaluation**

**164.308 (b)(1) Business Associate Contracts**

Identified Contracted Vendors

Identified Extranet Business Partners

**Physical Safeguards**

**164.310 (a)(1) Facility Access Controls**

- 164.310 (2)(i) Contingency operations (Addressable)
- (2)(ii) Facility security plan (Addressable)
- (2)(iii) Access control and validation procedures (Addressable)
- (2)(iv) Maintenance records (Addressable)

**(b) Workstation Use**

Disclaimer Notice

**(c) Workstation Security**

**164.310 (d) Device and Media Controls**

- (2)(i) Disposal (Required)
- (2)(ii) Media re-use (Required)
- (2)(iii) Accountability (Addressable)
- (2)(iv) Data backup and storage (Addressable)

**Technical Safeguards**

**164.312 (a)(1) Access Control**

- (2)(i) Unique user identification (Required)
- (2)(ii) Emergency access procedure (Required)
- (2)(iii) Automatic logoff (Addressable)
- (2)(iv) Encryption and decryption (Addressable)

**164.312 (b) Audit Controls**

**164.312 (c)(1) Integrity**

**164.312 (d) Person or Entity Authentication**

**164.312 (e)(1) Transmission Security**

- (2)(i) Integrity controls (Addressable)
- (2)(ii) Encryption (Addressable)

## **Information Technology Standards**

### **Strategic Plan**

See “Information Technology Strategic Plan For 2004-2006”.

### **Distributed Architecture**

See “Distributed Information Technology Architecture For 2004”.

### **Network infrastructure**

**Systems**

**Software**

**Application Development**

**Databases**

**Computers**

**Mobile devices**

**Telephony**

**Video Conferencing**



## **Administrative Order 6:50**

### **DEPARTMENT OF HUMAN SERVICES**

**ORIGINAL EFFECTIVE DATE: November 26, 2004**

**SUBJECT: Information Security Management**

#### **I. PURPOSE:**

This Administrative Order establishes how information security is adopted to ensure that the Department of Human Services complies fully with all federal and State security protection laws and regulations. The information covered in this Administrative Order includes, but is not limited to client information that is either stored or shared via any means. This includes: electronic information, information on paper, and information shared orally or visually (such as telephone and video conferencing).

#### **II. SCOPE:**

This administrative order has department wide applicability.

#### **III. Information Security Management System**

##### **1. Assigning Security Responsibilities**

Specific individuals within our workforce are assigned the responsibility of implementing and maintaining compliance with all federal and state security protection laws and regulations. It is the policy of Department of Human Services that these individuals will be provided sufficient resources and authority to fulfill their responsibilities.

##### **2. Risk Analysis**

A risk analysis has been completed and it is the policy of DHS that the risk analysis be updated to assess potential risks and vulnerabilities to the confidentiality, integrity and availability of all systems. The risk analysis must include a review of the critical nature of electronic data and related applications or business processes with a subsequent ranking or prioritization (criticality analysis).

##### **3. Risk Management**

It is the policy of the Department of Human Services that security measures are in place and maintained sufficient to reduce risks and vulnerabilities to a reasonably appropriate level to:

- Ensure the confidentiality, integrity and availability of all electronic information that this organization creates, receives, maintains, or transmits.
- Protect against any reasonably anticipated threats or hazards to the security or integrity of electronic information.
- Protect against any reasonably anticipated uses or disclosures of electronic information that is not permitted by applicable federal or state law.
- Ensures that all members of the workforce are aware of these requirements and comply with them.

**4. Sanctions / Disciplinary Actions**

It is the policy of Department of Human Services that disciplinary action will be applied to workforce members who fail to comply with the security policies and procedures. Any workforce member found to have violated HIPAA, Administrative Order 6:50 (Information Security), or any law, will be subject to disciplinary action under Administrative Order 4:08 (employees), and/or any civil and criminal penalties under HIPAA (all workforce members).

**5. Information System Activity Review**

It is the policy of Department of Human Services that information system activity records are regularly reviewed such as security incident tracking reports.

**6. Supervision**

It is the policy of Department of Human Services that an authorized, knowledgeable person must supervise maintenance personnel whenever work is being done on a system that contains or processes electronic confidential information. It is also the policy of this organization that access authorization for maintenance personnel must be set appropriately for the jobs assigned to each.

**7. Personnel Clearance**

It is the policy of Department of Human Services that personnel be cleared before access to electronic information is allowed.

**8. Training and Awareness**

It is the policy of Department of Human Services that all employees and contractors receive training in security awareness and in the security procedures to be followed during the performance of their duties. It is the policy of Department of Human Services that periodic reminders and training will be provided to the workforce.

**9. Protection from malicious software**

It is the policy of Department of Human Services that it will implement and maintain procedures for detecting, reporting and guarding against malicious software. It is the policy of Department of Human Services that all members of the workforce will be periodically reminded and trained regarding this policy.

**10. Log in monitoring**

It is the policy of Department of Human Services that log in attempts and discrepancies will be monitored to the extent practicable.

**11. Password management**

It is the policy of Department of Human Services that all users comply with a written procedure to create and assign passwords, which in addition to other requirements will include the periodic changing and safeguarding of passwords.

**12. Security Incident policy**

All security incidents (suspected or actual) will be documented in writing. It is the policy of the Department of Human Services that these incidents will be promptly investigated and harmful effects or violations will be mitigated to the extent practicable. All responses and follow up actions will be documented.

**13. Contingency Plans**

It is the policy of Department of Human Services that a contingency plan is in place and maintained at all times. The contingency plan includes procedures for data back up, disaster recovery including restoration of data, and emergency mode operations. The contingency plan must include a procedure to allow facility access in support of restoration of lost data and to support emergency mode operations in the event of an emergency. Also, access control will include procedures for emergency access to electronic information.

**14. Testing**

It is the policy of the Department of Human Services that all security controls and measures in place be periodically tested to ensure proper functioning. It is also the policy of this organization that all procedures adopted to protect the confidentiality, integrity and availability of information and information services be tested to ensure that important security considerations have not been overlooked. Contingency plans and related measures will be periodically tested to ensure proper functioning and to maintain readiness in the event of a contingency.

**15. Evaluation**

It is the policy of the Department of Human Services that a periodic technical and non-technical evaluation will be conducted to audit the effectiveness of the security controls and measures in place in consideration of environmental or operational changes.

**16. Audit**

It is the policy of the Department of Human Services that audit controls are in place to record and examine the activity of all information systems that contain or use electronic information. This organization will maintain procedures to protect electronic information from improper alteration or destruction and to routinely authenticate that electronic information retains its integrity (including but not limited to version control, read only privileges).

**17. Authentication**

It is the policy of the Department of Human Services that all information system users be authenticated before access to information processing resources is allowed. Specifically, each user cannot share his or her system account and passwords.

**18. Authorization and Termination**

It is the policy of the Department of Human Services that authority to access electronic information is granted or supervision is provided to users who will work with electronic information. When these users no longer require their access, all authorization will cease including the revocation and deletion of passwords, user ID's and system privileges.

**19. Access to Protected Client Information**

It is the policy of the Department of Human Services that all access control mechanisms must be configured to allow access only to the information and information processing functions needed by each user, contractor or Business Associate to perform his or her assigned duties. It is also the policy of this organization that proper procedures must be followed whenever access to client information is authorized, established or modified and that records of access authorizations must be maintained. Access will be granted and maintained to the extent possible at a system level, role or job function (and application software) level, and workstation or device level. Access control will include unique name/and or numbers to identify and track user identity. Access controls will include automatic log offs for unattended computer sessions and applicable encryption of electronic information (including system level encryption for stored data).

## **20. Device and Media Access Control**

It is the policy of the Department of Human Services that reusable media, such as tapes, zip disks or diskettes, or hardware that contains electronic information must be securely erased or otherwise destroyed before being discarded to prevent unauthorized access to electronic information. This policy extends to media that will be re-used by another party. It is the policy of this organization to safeguard the receipt and removal of all hardware and media containing electronic information.

## **21. Physical Access Control**

It is the policy of the Department of Human Services to limit physical access to electronic information systems (including diagnostic equipment that maintains electronic information) to those properly authorized. Appropriate safeguards are in place to protect these systems and the electronic information they contain from tampering, theft or destruction. It is the policy of this organization that visitors sign in and are verified and monitored. It is the policy of this organization to review and supervise any repairs or modifications to the facility that could compromise security.

## **22. Acceptable Use**

It is the policy of the Department of Human Services that electronic devices be positioned in such a manner as to avoid accidental, unauthorized exposure of client information. All displays will be locked when unattended, and workstations will be restricted to authorized users. This policy extends to desktop computers, laptop computers, PDA's, electronic diagnostic equipment and all storage media connected or stored in the immediate environment.

## **23. Secure Data Transmission**

It is the policy of the Department of Human Services that data communications that contain electronic information must be encrypted or transmitted using a secure transmission protocol if they traverse public networks such as the Internet. All data transmission methods must incorporate data integrity and authentication controls. (See Electronic Transmission of Confidential/Proprietary and/or Sensitive Information ISC – Information Systems Circular).

## **24. Configuration Management**

It is the policy of this Department of Human Services that proper procedures be followed for the installation or removal of all hardware devices or software programs. It is also the policy of this organization that the hardware/software inventory must be kept current and that the configuration must be documented in sufficient detail to be rebuilt in the case of an emergency.

**25. Business Associates**

It is the policy of Department of Human Services that business associates be contractually bound to protect electronic information as required in the applicable federal regulations. Business associates, including extranet partners, who violate the BA agreement (see HIPAA Business Associate Agreements ISC), will be asked to correct the first problem, and if that fails, the agreement will be terminated and services by the business associate will be discontinued. It is the policy of this organization that any business associate agreement that cannot be terminated, and a Business associate who has not corrected the violation will be reported to the program's division director, and if necessary the Commissioner of the Department of Human Services and the Secretary of US DHHS.

**26. Document retention, availability and currency**

It is the policy of Department of Human Services that these policies and all related procedures be retained for six years from the date of its creation or the date when it was last in effect, whichever is later. DHS will also adhere and comply with the General Records Retention Schedule for the State of New Jersey. It is also the policy of this organization to make this documentation available to those persons responsible for implementing the related procedures and that this documentation and policy will be kept current in response to relevant environmental or operational changes or changes in law.

**IV. LEGAL AUTHORITY**

Health Insurance Portability and Accountability Act of 1996 (HIPAA), 42 USC 1301 et seq., and the associated regulations at 45 CFR Parts 160 and 164.

Automatic data processing equipment and services – conditions for federal financial participation. 45 CFR PART 95, SUBPART F. ADP System Security Requirements and Review Process - Federal Guidelines

Tax Information Security Guidelines for Federal, State and Local Agencies, Internal Revenue Service publication 1075.

Family Education Rights and Privacy Act (FERPA) – 20 USC 1232G and regulations at 34 CFR Part 99

State of New Jersey 211th Legislature - Identity Theft Prevention Act, June 2005.

See also New Jersey Statutes, New Jersey Administrative Code and other federal laws for additional confidentiality laws.

**V. DEFINITIONS**

Business Associate means any person or entity that is not providing treatment, and that is not a member of the workforce, but that, on behalf of DHS agencies, arranges, performs or assists in the performance of a function or activity involving the use or disclosure of individually identifiable health information, including but not limited to claims processing or administration, data analysis, processing or administration, utilization review, quality assurance, billing, benefit management, practice management, and re-pricing, or provides legal, actuarial, accounting, consulting, data aggregation, management, administration, accreditation, or financial services to or for DHS agencies.

DHS agencies means all divisions, institutions, offices, facilities and agencies, including the entities designated as “in but not of” and Central Office, of the New Jersey Department of Human Services.

Emergency Mode Operations is part of an overall contingency plan that contains a process enabling an organization to continue to operate in the event of fire, vandalism, natural disaster, acts of terrorism or system failure.

Encrypted means the use of an algorithmic process to transform data into a form in which there is a low probability of assigning meaning without use of a confidential process or key.

Security incident is the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system

User means any individual who accesses any information found on the Human Services Network.

Viruses are defined as those programs that can, amongst other actions, 'infect' other programs by placing copies of their own executable code within them. They can be designed to erase files and directories and corrupt a computer hard drive. The common means of transport is through a network using Transmission Control Protocol/Internet Protocol (TCP/IP), through the use of electronic mail or by copying a file from system to system.

Workforce member means an employee, volunteer, trainee, intern or other person whose conduct, in the performance of work for a DHS agency, is under the direct control of a DHS agency, whether or not that person is paid by a DHS agency.

Worms are independent programs that replicate from computer to computer across network connections, congesting networks and systems as they spread, and attacking vulnerabilities on systems or networks. The common means of transport is through a network using Transmission Control Protocol/Internet Protocol (TCP/IP); through the use of electronic mail or by copying a file from system to system.

## VI. RESPONSIBILITIES

### 1. **DHS Central Office – Office of Information Systems**

The DHS Central Office, Office of Information Systems shall:

- a. Provide guidance, direction and authority for information security activities for DHS;
- b. Establish and maintain organization-wide information security policies, standards, guidelines and procedures;
- c. Establish internal controls and conduct audits, at the appropriate level, for monitoring compliance with this administrative order; and
- d. Take appropriate steps to correct any known deficiencies within the organization, addressed within this Administrative Order.

### 2. **Workforce Members, Access to Electronic Information and Training** Access to Electronic Information

Each DHS agency must identify those workforce members, who need access to electronic information to carry out their duties. Access to Electronic Information by workforce members should be limited to the minimum necessary for the workforce members to complete their job duties.

#### Training

All workforce members, including those who do not have direct access to individuals' information, electronic or otherwise, will receive information security awareness training within a reasonable period after the workforce member joins the DHS workforce. All workforce members, whose functions are affected by a material change in the DHS policies or procedures, will receive training within a reasonable period of time after the material change becomes effective. Documentation of such training will be retained by the DHS agency and the roster information will be put into the STADIS system.

The training of DHS workforce members will be completed by the training staff at DHS as well as at each DHS agency. Overall training issues and content will be determined by DHS Central Office (Executive Management, the DHS Chief Security Officer, and the Office of Human Resources – Operational Excellence). Workforce members at the DHS agencies may also receive more in-depth training on that particular DHS agency's policies and procedures as determined by that DHS agency.

### 3. **Safeguarding of Client-Related Electronic information**

DHS agencies must have in place appropriate administrative, technical, and physical safeguards to protect the security of any individual's electronic information.



DHS agencies must reasonably safeguard an individual's electronic information from any intentional or unintentional use or disclosure that is in violation of the standards, implementation specifications or other requirements of HIPAA or any other confidentiality law.

All information regarding individuals, whether recorded in a paper or electronic format which is portable (i.e., diskette, compact disc, laptop, etc.), shall be secured.

#### **4. Compliance and Enforcement/ Penalties**

With HIPAA come new compliance and enforcement standards. The Office of Civil Rights under the US Department of Health and Human Services (US DHHS) is the enforcement arm of US DHHS for the Security rule, and the US Department of Justice (US DOJ) is the enforcement arm for criminal penalties under HIPAA.

The Centers for Medicare and Medicaid Services (CMS) is the US DHHS' designee to enforce the Security rule. CMS may act upon a complaint, or it may conduct an audit to determine compliance. CMS may also further designate its enforcement authority. Cooperation with an audit or investigation is mandatory for all DHS workforce members.

HIPAA allows for entities as well as workforce members to be penalized for violations of the law. There are both civil and criminal penalties. The civil penalties are \$100 for each violation up to \$25,000 per calendar year for all violations of identical requirement or prohibition.

The criminal violations are for knowingly using or causing to be used a unique health identifier, for obtaining Electronic Information relating to an individual, or for disclosing Electronic Information to another person in violation of the regulations. Criminal sanctions may include a fine up to \$250,000 and/or imprisoned of up to 10 years.

Any workforce member found to have violated HIPAA, Administrative Order 6:50, or any law, will be subject to disciplinary action under Administrative Order 4:08 (employees), and/or any civil and criminal penalties under HIPAA (all workforce members).

(Reference attachment 2:01.29 for complete documentation on the compliance and enforcement penalties of HIPAA).

#### **5. Retaliatory Acts**

Workforce members, individuals or business associates who have filed a Complaint with the Secretary of US DHHS, or who have testified, assisted or

participated in an investigation, compliance review, proceeding or hearing conducted by the Secretary of US DHHS or the Secretary's designee, may not be intimidated, threatened, coerced, discriminated against, or have other retaliatory action taken against that person by a DHS agency provided that the person had a good faith belief that the practice was unlawful, and the manner of the opposition was reasonable and did not include a disclosure of Electronic Information in violation of HIPAA.

**6. Mitigation of Violations**

A DHS agency must mitigate, to the extent practicable, any harmful effect that is known to the DHS agency of a use or disclosure of an individual's electronic information in violation of the policies and procedures as set forth herein, and any of the requirements as set forth in the HIPAA law, by the DHS agency or any business associates.

**7. Additional Responsibilities**

**DHS agencies and their workforce members have certain additional responsibilities and duties. Those responsibilities include, but are not limited to, the following**

- a. Comply with federal and state laws;
- b. Cooperate with the Secretary of the US Department of Health and Human Services and the Secretary's designee in audits and investigations;
- c. Designate a Chief Security Officer and Divisional Security Officers;
- d. Provide security awareness training to all workforce members;
- e. Implement and comply with safeguards to protect client information;  
and
- f. Implement and comply with policies and procedures

**State of New Jersey  
Department of Human Services  
Division of Family Development**

**Information Systems Impact Study (ISIS)  
Consolidated Assistance Support System (CASS)**

**Preparation Project**

**Requirements Document**



Appendix 6



## Document Information

**Phase II:** Feasibility Study and Alternatives Analysis

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## A. MANAGEMENT SUMMARY

The New Jersey Department of Human Services (DHS) is the state's social services agency, serving more than one million of New Jersey's most vulnerable citizens or about one out of every eight New Jersey residents. DHS is the largest agency in New Jersey's State Government. It comprises about one-quarter of the state's workforce and budget, with more than 19,000 employees and an \$8.3 billion budget for Fiscal Year 2003.

Through the Division of Family Development (DFD), DHS administers the state welfare reform program known as Work First New Jersey. From April 1997 to April 2002, the number of welfare cases declined 60 percent from 96,500 to 40,000. During that period more than 70,000 people left welfare for work.

Through the Division of Medical Assistance and Health Services, DHS administers the state's Medicaid program and New Jersey Family Care. These programs serve 983,000 individuals and are supported through \$4 billion in federal and state funds.

A key part of DHS' mission statement is the emphasis on "people first" as stated below:

*The New Jersey Department of Human Services is dedicated to providing high quality services and resources to protect, assist and empower: children at risk; economically disadvantaged individuals and families; and people with disabilities. We emphasize, "people first" in the delivery of services. We strive to ensure a seamless array of services through partnerships and collaboration with communities statewide.*

To help put "people first" the vision statement stresses the importance of "the delivery of a seamless array of supports and services" as stated below:

*Our vision is to transform the New Jersey Department of Human Services into an exceptional organization driven by the needs of individuals and families, partnering with others to ensure the delivery of a seamless array of supports and services to make a positive impact on the life of each person touched by our effort.*

In 1995, MAXIMUS Inc. conducted an Information Systems Impact Study (ISIS) to ascertain the business needs of the identified Department of Human Services programs. MAXIMUS evaluated the ability of the existing systems environment (applications, software, hardware, methods of operation, etc.) to support all present and future needs on a continuing basis. The major goals of ISIS, then as now, have been to:





- ❑ Migrate off the proprietary platform;
- ❑ Implement open systems infrastructure; and
- ❑ Integrate systems.

Technological advances occurring since the project start date in 1997 requires a revised technical approach to achieving those goals. The Consolidated Assistance and Support Services (CASS) is the continuation of ISIS that will utilize federal financing to incorporate new technology solutions as the basis for future application development to meet the goals/objectives of ISIS. DFD has selected MAXIMUS to prepare an Implementation Advance Planning Document Update (IAPDU) in order to acquire federal financial participation.

As required by Federal Guidelines, an identification of requirements is a key component of the Feasibility Study and Alternatives Analysis section of the IAPDU. As part of that process, MAXIMUS was tasked with validating and updating the requirements to support current business rules and regulations provided in the approved Feasibility Study contained in the original ISIS IAPD.

MAXIMUS found that the current DFD computing and data communications environment is an amalgam of centrally managed mainframe computers; division and departmental application, database, and file servers; county-administered applications; and desktop clients. Network interconnectivity is provided via Local Area Networks (LANs), Campus Area Networks (CANs), and Wide Area Networks (WANs) linking DFD facilities to the State Hub, Capital Place One, the Garden State Network (GSN), and the Internet.

This technical environment supports the functional processes of DFD. Application for assistance and/or services from programs that will be incorporated into the CASS system can be made at a number of offices including County Welfare Offices, local municipalities, and outreach offices located in locations such as local hospitals. Applications can also be requested via the phone or submitted by mail.

While each office has the flexibility to implement procedures that work best in that locality, there are many similarities in the processes that are used to:

- ❑ Register a case;
- ❑ Complete the intake processes;
- ❑ Determine eligibility;
- ❑ Generate notices;
- ❑ Issue payments (TANF, General Assistance);
- ❑ Issue other benefits (Food Stamps, AFDC Medicaid, NJ Family Care, Medicaid, and Supportive Services);
- ❑ Generate reports;
- ❑ Process sanctions, disqualifications, overpayments, and underpayments;
- ❑ Process hearing and appeals; and



- Perform quality control.

The current functional environment is supported by a number of manual and automated processes developed at the State and County levels over the years to support the administration of the programs. These processes support any office structure such as use of generic or specialized users for specific functions and/or processing specific programs.

This document contains the baseline requirements for the Implementation Advance Planning Document Update developed by MAXIMUS as part of the Preparation Phase of the ISIS/CASS project. This document sets forth the strategic objectives, the current “As-Is” business and technical requirements describing the existing systems, and the future “To-Be” business and technical requirements of the integrated CASS system.



## B. BACKGROUND

In 1995, the Division of Family Development received Federal approval to utilize an independent consultant to conduct an evaluation of all of the Department of Human Services (DHS) client benefit automated systems. The consultant, MAXIMUS Inc., submitted a recommendation for a future course of action for systems enhancements and new automated initiatives.

MAXIMUS conducted an Information Systems Impact Study to ascertain the business needs of the identified Department of Human Services programs. MAXIMUS evaluated the ability of the existing systems environment (applications, software, hardware, methods of operation, etc.) to support all present and future needs on a continuing basis. MAXIMUS also evaluated alternatives for cost effectiveness, and submitted a comprehensive feasibility study and recommendation to the State. An ISIS Implementation Advance Planning Document (IAPD) was submitted and approved by the Federal Health Care Financing Administration in April 1996, the Administration for Children and Families (ACF) in May 1996, and by the US Department of Agriculture (for the Food Stamp Program) in September 1996. An IAPD Update was submitted in June 2001 to provide a complete update on the status of the New Jersey ISIS project through Federal Fiscal Year (FFY) 2001. The major goals of ISIS have been to:

- ❑ Migrate off the proprietary platform;
- ❑ Implement open systems infrastructure; and
- ❑ Integrate systems.

The major goals of ISIS remain unchanged. Technological advances occurring since the project start date in 1997 requires a revised technical approach to achieving those goals. Therefore, on November 1, 2000, DFD and DHS jointly issued a Request for Information (RFI) regarding the Consolidated Assistance and Support Services systems development effort. CASS is the continuation of ISIS that will utilize federal financing to incorporate new technology solutions as the basis for future application development to meet the goals/objectives of ISIS. The ISIS IAPD identified four key projects as necessary for providing a base for future development. Those projects, and the status of each, are as follows:

- ❑ Shared Data Warehouse, currently in development, is a platform for the storing of data for analysis, reporting, and retrieving from a variety of software systems across the Department of Human Services;
- ❑ Common Front End and Client Registration is a process to encompass all of the functions of intake and registration of a client for any program supported by DFD, and will be accommodated by the ISIS/CASS Implementation Project;
- ❑ General Assistance Eligibility is a web-enabled eligibility system that is in full production. The application server has been migrated to Oracle 9iAS (Internet



Application Server) running on AIX UNIX and IBM RS/6000 servers at DHS-CO;  
and

- Eligibility Determination and Benefit Calculation is a plan to reengineer the eligibility and benefit calculation functionality within the Family Assistance Management Information System (FAMIS), and will be accommodated by the ISIS/CASS Implementation Project.

The ISIS IAPD also identified four additional projects as necessary to fully integrate DFD systems. Those projects are:

- Disbursement, Financial Reporting, and Reconciliation Functionality,
- Child Support and Paternity Programs Functionality,
- Family Development Program (Work First New Jersey Case Management) Functionality, and
- Child Care Program Functionality.

A PC based, client/server infrastructure has been deployed to support all of the ISIS projects. In support of the DFD applications on the DHS WAN there are approximately 80 LAN nodes connected together over primary and redundant T1 frame relay lines. Approximately 4,000 Pentium PCs, with processor speeds of 166 MHz thru 1 GHz, with the 166 MHz devices scheduled have been replaced. The remaining PCs (approximately 3,000) are scheduled for deployment in 2004.



## C. SYSTEM DEFICIENCIES

The current systems were designed to support many of the existing public assistance programs and meet the objectives established for these programs at the time these programs were implemented. Current systems cannot accommodate the increased diversity, complexity, and mandates associated with the administration of public assistance programs since the implementation of welfare reform. Based on the study performed by MAXIMUS, and interviews with DFD management and the system user community, there are several system deficiencies. These fall into the following major categories:

- ❑ Deficiencies resulting from the inability to implement timely system modifications to support mandated business requirements (as an example, welfare reform was initiated in 1995 necessitating the need to change the programmatic focus from family/case based to client based, and the associated systems methodology, with the later yet to be achieved).
- ❑ Deficiencies resulting from the limitations of overall system functionality and system ease of use, and the technical architecture of the automated portions of the current system (as an example, DFD's major applications currently operate on a Bull 9000 in a proprietary environment, with a constantly diminishing supply of resources with which to maintain the applications).
- ❑ Deficiencies resulting from the lack of cross-program (or cross application) integration (as an example, the lack of automated interfaces to address the need to validate and/or reenter common/demographic data from one program/application to another).
- ❑ Deficiencies resulting from the lack of data accessibility and reliability for management, financial, and ad-hoc reporting (as an example, programmatic information, especially at a summary level, is not currently available, but is much needed to support DFD's day-to-day operation).



## **D. PROJECT OBJECTIVES**

Given the identified system deficiencies, the following are the Division of Family Development's (DFD) objectives and business requirements for the revised/future system(s). These objectives and business requirements cross all DFD and Division of Medical Assistance and Health Services (DMAHS) programs and are the high-level purpose for the ISIS/CASS project.

### **D.1 SYSTEMS MUST BE CLIENT FOCUSED**

Systems must improve the effectiveness of case managers and State/County/Municipal staff by implementing system-based case management, client-centered system design, cross-program functionality, and support for improving public awareness of client services and how they are provided.

### **D.2 THERE MUST BE ACCURATE, EFFICIENT AND TIMELY ACCESS TO DATA**

Future system designs must work to improve the effectiveness of DFD's and DMAHS' organization and management by enabling efficient access to data for decision-making and analysis. Currently, ad-hoc retrieval of information for reporting and/or general day-to-day questions can take from one to three weeks, or even longer in some instances.

Senior divisional managers have a need to have timely reporting on data in DFD's databases, and have that data reflect up-to-date information on a monthly basis. "Timely" does not necessarily mean real-time, or even daily information access. It does mean an agreed upon currency level for the data, one that will benefit the largest group of users.

New Jersey must implement strong, timely, and accurate financial reporting and reconciliation components throughout ISIS/CASS to meet various local, state, and federal reporting needs for accounting management. Such accounting functions are necessary to support historical reporting and audit purposes, to support local and statewide operations, and to support long term planning.

Ad hoc reporting processes must ensure users have the ability to access and provide reports using information through the current date and time and/or provide management reports reflecting current date and time circumstances. The ad hoc functionality must allow users to create ad hoc reports without the use of a systems analyst or programmer.



### **D.3 ALIGN DFD AND DMAHS SYSTEMS AND ENHANCEMENTS WITH DFD AND DMAHS PRIORITIES TO ACHIEVE THE MOST BENEFIT FOR THE LEAST COST**

New Jersey must implement systems that most closely meet DFD's and DMAHS' business requirements, support improved client benefit and service delivery, and improve client satisfaction. Systems must ensure consistent client information for all DFD and DMAHS programs and enhance control of eligibility errors and multiple issuances. By implementing system based case management, client-centered system design, cross-program functionality, and support for increased public awareness of client services, the efficiency and effectiveness of case managers and County/Municipal staff will improve.

DFD desires to reduce operating costs by maximizing the use of system components that adhere to an Open Systems Architecture philosophy, such as using industry defined standards, promoting interoperability between system platforms, and allowing for the consideration of multiple competitive solutions. System development and operational processes must be reengineered in order to minimize the quantity of manual activities; eliminate the redundant entry and retrieval of data; and move data capture, editing, and review processes to the point of entry, with no "hand-offs" between people and/or organizations.

A process that provides for on-line screening, case numbering, registration and intake capabilities needs to be implemented Statewide for all DFD and DMAHS programs. Systems must provide for full on-line update of historical databases in an auditable manner. Redundant information input and retrieval must be eliminated and systems must provide full inquiry capability. Support functions, including on-line help, on-line policy manuals, appointment scheduling on-line, and case tracking and case management alerts are desired. The automatic generation of reports, including state, local, and federally mandated reports, as well as statistical, financial, and ad hoc reports must be continued. Accommodation must be given for the printing of system-generated notices to be printed both from a central site and locally at the work site.

A major objective of the re-engineering effort is to reduce the time workers spend determining eligibility and eliminate the time it takes to perform manual functions. On-line real-time automated eligibility determination and benefit calculation capabilities for all state-supervised programs administrated by the counties need to be developed. Systems must utilize on-line alerts to eliminate the need for manual tickler files, and must provide assistance in managing caseloads through automated on-line case management tracking and automated report production that would eliminate the manual tracking of reports.



#### **D.4 SYSTEMS MUST BE INTEROPERABLE WITH OTHER COUNTY, STATE, AND FEDERAL SYSTEMS AND FIT INTO THE STATE OF NEW JERSEY TECHNICAL ARCHITECTURE**

Future DFD systems must be implemented with the ability to provide access to and compatibility with other state, county, and municipal systems as seamlessly as possible. DFD plans for a “single system image” that builds on total integration of different solutions for various State programs and agencies. System gateways for Internet, Email, and restricted access to and from other Internet facilities must be implemented. Future DFD Systems must be developed in a technical environment that is 100 percent compatible with the Department of Human Services (DHS) Office of Information Systems (OIS) infrastructure and plans, and deliver common services that are platform independent.

#### **D.5 IMPLEMENT THE INFRASTRUCTURE TO MINIMIZE THE USE OF PAPER AND WHERE POSSIBLE PROVIDE ALL SERVICES ELECTRONICALLY**

This includes open access by the public to DFD service information, such as expansion of phone-based services, electronic mail capability between all government agencies and the public, and continued expansion of electronic based payments and collections. This corresponds to the Department of Human Services goals of providing web-based benefit screening and, where possible, on-line client registration and application. This infrastructure must be implemented with security and availability as a basic criterion for its success.

While providing increased access to the public as well as other government agencies, the system must also assure the confidential handling and protection of all client data, including medical data covered under the Health Insurance Portability and Accountability Act (HIPAA) of 1996.

In addition, the system must be in conformance with the Open Public Records Act (OPRA) such that government records shall be readily accessible for inspection, copying, or examination by the citizens of this State, with certain exceptions, for the protection of the public interest, and any limitations on the right of access by P.L. 1963, c.73 (C.47:1A-1 et seq.) as amended and supplemented, shall be construed in favor of the public’s right of access.

#### **D.6 SYSTEMS AND INFORMATION MUST BE SECURE FROM UNAUTHORIZED USE, ACCESS AND INADVERTENT LOSS OF DATA**

Information needs to be classified into different access categories such as availability to the public, all government agencies, or select agencies and employees. The requisite systems need to be in place to support access and data security, particularly as computing usage becomes more ubiquitous among State, County and Municipal workers, as well as the public. A disaster backup plan needs to be implemented and fully tested. In addition, systems must perform crosschecks and tracking for fraud detection and prevention.





## **D.7 PERSONNEL SKILLS NEED TO BE LEVERAGED EFFECTIVELY**

It will be necessary to establish and maintain the staff skills required to optimize the use of State, County and Municipal technical staff, as well as DFD system end-users, through the availability of increased training and staff development. This includes encouraging dialogue with peers in other states, as well as the private sector, for increased exposure to best, or alternative, practices.

## **D.8 SYSTEMS MUST ACCOMMODATE NEW PROGRAMS OR MAJOR CHANGES TO EXISTING PROGRAMS**

The systems must be designed and developed such that new programs or changes in existing state and federal regulations can be easily incorporated into the system. These changes should be accommodated, to the extent possible, without major changes to underlying code for data collection or processing of data.



## E. METHODOLOGY

The New Jersey Division of Family Development has selected MAXIMUS to: Prepare an Implementation Advance Planning Document Update; prepare an implementation RFP; and provide Quality Assurance during implementation of the Consolidated Assistance Support System Information Systems Impact Study.

As required by Federal Guidelines, an identification of requirements is a key component of the Feasibility Study and Alternatives Analysis section of the IAPDU. As part of that process, MAXIMUS was tasked with validating and updating the requirements to support current business rules and regulations provided in the approved Feasibility Study contained in the original ISIS IAPD.

MAXIMUS started by reviewing all existing requirements documentation. MAXIMUS then met with senior DHS staff to understand the overall vision for the CASS project. Since requirements had already been collected through detailed user Joint Application Design (JAD) sessions during the original ISIS IAPD, the State has determined that those requirements should be the baseline from which the functional, technical, and system integration requirements are validated. The existing requirements were divided into key functional areas that represented the key parts of an integrated eligibility system. The functional areas are:

- **General Systems Requirements** – This session covered “As-Is” and “To-Be” requirements impacting all programs and all related systems. The topics included Security, Records Retention, Record History and Purging Requirements, System Navigation, On-Line Help, On-Line Policy Manuals, Client Notices, and Ad Hoc Reporting.
- **Client Registration** – This session covered “As-Is” and “To-Be” requirements on On-line Screening, On-line Numbering, Registration, On-line Referrals, Intake, and Appointment Scheduling.
- **Eligibility Determination/Redetermination** – Two sessions covered “As-Is” and “To-Be” requirements on On-Line Eligibility, Eligibility Timeframes (Clock), Verification, Waterfall/Cascading of Medical Eligibility Determination, Case Assignment, Case Reassignments, Workload Management, Case Transfers, and Caseload Management Alerts.

The first session covered the programs Medicaid (TANF/Non-TANF), Food Stamps, and Work First New Jersey/Temporary Assistance to Needy Families (WFNJ/TANF). The second session covered the programs WFNJ General Assistance (WFNJ/GA), Child Support and Paternity, Emergency Assistance, Home Energy Assistance, and Social Services for the Homeless.



- ❑ **Case Management** – This session covered “As-Is” and “To-Be” requirements on Case Changes, Case Tracking, Referrals, Case Management Tracking, Case Management Alerts, Appointment Scheduling, Child Care, Sanctions, Resource/Provider Directories, Provider Maintenance, Child Care Slot Availability, and Resource Referrals.
- ❑ **Disbursements** – This session covered “As-Is” and “To-Be” requirements on Electronic Benefit Transfer (EBT) / Electronic Funds Transfer (EFT) / Checks, Medical Cards, Issuance Tracking, Reconciliation, the generation of 1099s, Child Care Vouchers/Checks, and Reconciliation.
- ❑ **Notices and Letters** – The session covered “As-Is” and “To-Be” requirements on Electronic Notifications (e-mails, web pages) and Paper Notices/Letters.
- ❑ **Hearing and Appeals** – The session covered “As-Is” and “To-Be” requirements on Initiation of Appeal, Tracking, Orders, and Docket Scheduling.
- ❑ **Disqualifications and Overpayment** – This session covered “As-Is” and “To-Be” requirements on Disqualifications, Claims Determinations/Calculations, Claim Payment/Balance Tracking, Recoupment, and Tax Offset.
- ❑ **Quality Control** – This session covered “As-Is” and “To-Be” requirements on Supervisory Review, Management Evaluation Reviews, and Quality Control.
- ❑ **Reporting** – One session covered “As-Is” and “To-Be” county reporting requirements and a second session covered “As-Is” and “To-Be” State level reporting requirements and reports to the Federal level.
- ❑ **Interfaces** – Three sessions covered “As-Is” and “To-Be” requirements on existing and required interfaces to other systems including ACSES, SACWIS, Medicaid, MMIS, Child Care, Labor, Fiscal, IRS, DRS, BARA, TOP, SOIL, IEVS, Out-of-State General Assistance, and others.
- ❑ **Medicaid** – A program specific session with the Division of Medical Assistance and Health Services (DMAHS) was held to ensure that all “As-Is” and “To-Be” program requirements were identified.
- ❑ **Transitional Services** – This session covered the “As-Is” and “To-Be” requirements for providing and tracking services for clients leaving TANF including supportive services such as child care, Medicaid, or cash benefits. Additionally, staff provides outreach services to ensure clients are aware of services that may be available to ensure the ex-recipient continues with their employment.



- ❑ **Technical** – Several sessions and one-on-one meetings were held with DHS-CO OIS, DFD OIT, and other technical staff to get a complete “As-Is” and “To-Be” technical perspective.
- ❑ **Policy** – This session resolved policy issues raised in previous JAD sessions.

During the sessions described above MAXIMUS met with over 322 Subject Matter Experts (listed in Appendix A) from several committees, sub-committees, groups, and representatives including:

- ❑ Country Welfare Agency Directors Association,
- ❑ Fiscal Officers Subcommittee,
- ❑ Income Maintenance Supervisor’s IMAS Subcommittee,
- ❑ Medicaid’s Building Bridges – MIS Workgroup,
- ❑ GA/Food Stamps Users Committee,
- ❑ WFNJ Directors Subcommittee,
- ❑ Child Support and Paternity Representatives,
- ❑ On-line Eligibility Screening Committee,
- ❑ Case Management Supervisory Committee,
- ❑ Unified Child Care Agency Representatives,
- ❑ Department of Labor’s Work Systems Committee,
- ❑ Bureau of Administrative Review and Appeals (BARA) Staff,
- ❑ Fraud Unit Representatives,
- ❑ Quality Control Representatives,
- ❑ Document Control Unit (DCU) Coordinators,
- ❑ Policy Representatives, and
- ❑ Division for Youth and Family Services (DYFS).

At each session, MAXIMUS led the participants through a series of structured requirements identification and validation steps. A typical session followed the following agenda:

- ❑ Introduction and Brief ISIS/CASS Overview
- ❑ Walkthrough of Existing Processes and Workflows
- ❑ Identification of New Requirements During Walkthrough Discussions
- ❑ Validation, Updating, or Discarding of Requirements Identified from Original ISIS IAPD

Using the methodology described above MAXIMUS produced this document to identify the current “As-Is” business and technical requirements describing the existing systems and the future “To-Be” business and technical requirements of the integrated CASS system.



## **F. CURRENT “AS IS” TECHNICAL ENVIRONMENT**

The current DFD computing and data communications environment is an amalgam of centrally managed mainframe computers; division and departmental application, database, and file servers; county-administered applications; and desktop clients. Network interconnectivity is provided via Local Area Networks (LANs), Campus Area Networks (CANs), and Wide Area Networks (WANs) linking DFD facilities to the State Hub, Capital Place One, the Garden State Network (GSN), and the Internet.

Section F.1 provides an overview of the current computing platforms, including the statewide data centers as well as DHS/DFD-dedicated servers and client desktops. A description of the data networks and listing of current network services is contained in Section F.2 and F.7. The computing environment, including security, disaster recovery, as well as physical considerations, is described in Section F.8. Finally, application software systems supporting DFD programs are overviewed in Section F.4.6.

### **F.1 COMPUTING PLATFORMS**

The State of New Jersey Department of Human Service – Office of Information Systems (DHS-CO OIS) computing facilities are currently housed in two primary data centers: the HUB and the River Road Data Centers. Sections F.1.1 and F.1.2 describe the facilities used to support DHS/DFD. Section F.1.3 describes the DHS departmental servers while Section F.1.4 presents the desktop environment within DFD.

#### **F.1.1 DHS-CO OIS HUB Data Center**

##### **F.1.1.1 Bull Mainframe: TA253**

The Bull mainframe in the HUB Data Center has recently been upgraded from a DPS 9000 (Jupiter) system to a TA253 (Olympus 2). The TA253 is configured with three processors (with a potential maximum of 8) and is capable of performing 1778 transactions per second (TPS) out of a maximum speed of 3758 TPS. The TA253 is configured as follows:

- ❑ 2 gigabytes (GB) of main storage;
- ❑ 1656 GB of disk storage;
- ❑ 2 SCSI interfaces to peripheral I/O processors
- ❑ 4 free-standing 18-track cartridge drives
- ❑ 4 free-standing 36-track cartridge drives
- ❑ Media Server providing 64 virtual tape systems  
(any 32 of which can be active at a given time)
- ❑ 2 tape libraries with 384 containers each



The current operating system is GCOS 8 Release 5.1; an upgrade to SR5.2 is anticipated shortly. Printing is currently handled primarily by IBM facilities (using 2 OCE 744 Twin laser printers and 2 IBM 6262 impact printers), but use of iACquire is increasing. Disaster recover (data backup at offsite location) is handled under a contract with Integris (see Section F.4.1).

Other system software running in the Bull environment includes:

- ❑ TP8 Transaction Processing
- ❑ DMIV-TP: Data Management IV Transaction Processing
- ❑ Integrity Control: journaling for TP8
- ❑ TSS: Time Sharing System
- ❑ HAPS-8: Honeywell Automatic Production Scheduler
- ❑ DMIV/DB IDS2 database management system
- ❑ FMS: GCOS file management system
- ❑ Data manager: data dictionary repository
- ❑ UFT8: Unified File Transfer
- ❑ TMS8: Tape Management Software
- ❑ Security (GCOS standard plus in-house)
- ❑ MAIL8 mail software
- ❑ PARS8: data collection software
- ❑ PULSE: performance utilization
- ❑ PURSUE8: examination of timeshare caching
- ❑ RADS: disk cache performance
- ❑ VIDEO: real time monitor
- ❑ GTEA, GCOS TCP Enterprise Access
- ❑ FAS, FMS Accelerated Save
- ❑ OSCAR, Online print collection and archive
- ❑ Magna, 4GL
- ❑ SSM, System Security Master
- ❑ GNSP Communication Facility
- ❑ DPF8, Distributed Print Facility

#### F.1.1.2 IBM UNIX Server: SP 9076

OIT has replaced the BULL EPC1200 in its HUB data center with an IBM SP (Scalable POWER parallel) 9076. The SP9076 consists of five nodes, each with four 332 MHz processors, 3 GB memory, and an SSA Disk subsystem. The SB9076s currently are running AIX 4.3.3.

The 9076 is supporting the data server backend of the new Universal Application Process (UAP), the graphic user interface intended to automate the client intake process.



## F.1.2 DHS-CO OIS RRDC Data Center

The River Road Data Center (RRDC) contains IBM mainframes that support DHS/DFD.

### F.1.2.1 IBM 9672 Mainframes

Two IBM 9672 mainframes are located within the RRDC. One, an IBM 9672-R56, operates at a speed of 545 MIPS and is configured with 6GB of memory. The other, an IBM 9672-R66, is IBM Mainframe: 9672-R66 operates at 640 MIPS and has 4GB of memory. The 9672s are currently running IBM's OS/390 operating system (with plans to migrate to z/OS), a transaction server, DBMS, TSO, and COBOL.

## F.1.3 Local DHS/DFD Servers

In addition to relying on the DHS-CO OIS mainframes for support of key DFD applications, DHS also maintains local application, database, and file servers within its own computing center. This section describes the servers contained within the current DHS environment. All of the DHS IBM servers are currently running AIX 5.2 as their operating system, unless otherwise specified.

### F.1.3.1 IBM Application Server

DHS is currently running one IBM pSeries 650 as an application server. This machine is configured with eight Power 4 processors (the maximum number supported on a 650) and operates at a speed of 1.4 GHz. It has 32 GB of main memory and is configured with eight logical partitions.

### F.1.3.2 IBM Database Server

DHS has a similarly configured IBM pSeries 650 acting as a database server. It, too, is configured with eight Power 4 processors, operates at a speed of 1.4 GHz, and 8 logical partitions, but contains 48 GB of main memory.

### F.1.3.3 IBM SP Server Cluster

DHS has a cluster of 16 IBM pSeries 650 servers, each containing a 375MHz processor (Power 375) and 32 GB of main memory. The cluster supports development, testing (unit and system), and conversion as well as production environments.

Node	OS	Applications
GA-IBM-WEB1	AIX 4.3.3.0_10 PSSP 3.4 Oracle 9ias v 1.0.2.2	General Assistance



GA-IBM-WEB2	AIX 5.1.0.0 PSSP 3.4 Oracle 9ias v 1.0.2.2	General Assistance
GA-IBM-WEB3	AIX 5.1.0.0_03 PSSP 3.4 Oracle 9ias v 9.0.2.3	General Assistance (system test) General Assistance (unit test) 9ias Infrastructure (development)
GA-IBM-WEB4	AIX 5.1.0.0_03 PSSP 3.4 Oracle 9ias v 9.0.2.3	General Assistance (conversion) General Assistance (testing)
DHS-IBM-TIVOLI1	AIX 4.3.3.0_10 PSSP 3.4 Oracle DB v 8.1.7.4	InfraActive Helpdesk Production DB InfraActive Helpdesk Training DB Computrition Food Management DB Tivoli Software Distribution DB Tivoli Inventory DB Oracle Recovery Manager (RMAN) DHS Datamart Development DB Unusual Incidents Reporting Dev DB Tivoli Enterprise Console DB
DHS-IBM-TIVOLI2	AIX 4.3.3.0_10 PSSP 3.4	Tivoli Management Region (TMR) Tivoli Software Distribution Tivoli Inventory Tivoli Enterprise Console
DHS-IBM-TIVOLI3	AIX 4.3.3.0_10 PSSP 3.4	Tivoli Storage Manager (TSM) Tivoli Management Region (TMR)
OEL-IBM-DB1	AIX 4.3.3.0_10 PSSP 3.4 Oracle 9ias v9.0.2.0.1 Oracle DB v 9.0.1.4	DHS Portal Application Server DHS Portal Infrastructure DB
WFNJ-IBM-DB1	AIX 5.1.0.0_03 PSSP 3.4 Oracle DB v 8.1.7.4	Factors v 2.3.4 Training DB Factors v 9.5.2 Training DB InfraActive Development DB DYFS Pre-SACWIS Unit Test DB DYFS Pre-SACWIS System Test DB DYFS Pre-SACWIS Training DB Federal Reporting System (FEDR) DB
CCARE-IBM-DB1	AIX 5.1.0.0_03 PSSP 3.4 Oracle DB v 9.2.0.1.0	Oracle Enterprise Manager Server DB Oracle Recover Manager v 9 DB

### F.1.3.4 IBM Storage Area Network (SAN)

For its Storage Area Network, DHS has an IBM 2105 F2 (Shark), configured with two dual active, four-way RISC SMP processors and 2.1 terabytes (TB) of disk space, and three 2109 F16 fiber switches.





### F.1.3.5 File Servers

In addition to the IBM/AIX servers, DHS also supports four NEC Express 5800 file servers in the Central Office. Each 5800 has a 400 MHz processor, 1GB of main memory, and 45 GB of disk space. They are running Windows NT 4.0 (SP6a) and StreetTalk for NT for distributed directory service. Each has an Intel Pro 100 network card and utilizes ARCServe v6.5 for management of data backups.

For DNS and DHCP, DHS has three Dell 2450, 866 MHz, 512 MB of main memory, 8 GB of disk space, and an internal 10/100 network card. They are running Windows 2000 (service pack 4).

For iACquire, DHS has two Dell 6450, 700 MHz, 2 GB of main memory, 8 GB of disk space, a 10/100 network card, and two Qlogic fiber cards per server. They are running Windows 2000 (service pack 3). DHS has a Dell 650f / SAN with ten 18 GB drives. DHS also has a Dell 630f / SAN with ten 36 GB drives.

### F.1.4 Desktop Clients

To support current and planned ISIS projects, a PC-based client/server infrastructure has been deployed throughout DFD. The Desktop Standard environment for DHS/DFD and the CWAs consists of:

- ❑ Windows 98, Windows 2000 Professional or Windows XP
- ❑ Netscape Communicator 4.79
- ❑ Internet Explorer 5.5 or greater
- ❑ Office 97 or greater
- ❑ McAfee VirusScan
- ❑ McAfee ePO
- ❑ Tivoli TME
- ❑ Glink 5.4 or greater
- ❑ Oracle Client 8.05
- ❑ Adobe Acrobat 3.x
- ❑ ExtendNet Connect for TCP/IP
- ❑ HP JetDirect Printing System

Within DHS (including the CWAs), approximately 12,000 desktops are on Windows XP Professional, and 6,000 – 7,000 are on Windows 2000 Professional or Windows 95/98. A small number of machines (under a few dozen) are running Solaris and AIX.

The desktop client environment in the state offices is currently undergoing an upgrade. The configurations prior to the upgrade consisted of the following:



Make and Model	#	Processor Speed	RAM	Network Card	Storage	OS	Applications
Dell Gxi	149	166	32 MB	10/100	2.1 GB	W95	Standard w/Office 98
Dell OptiPlex GX1	17	350/P11	64 MB	10/100	6.4 GB	W95	Standard w/Office 98
Dell OptiPlex GX1	79	500/P111	128 MB	10/100	6.4 GB	W95/98	Standard w/Office 98
Dell OptiPlex GX110	48	667	128 MB	10/100	10 GB	W98SE	Standard w/Office 98
Dell OptiPlex GX150	200	933	128 MB	10/100	10 GB	W98SE	Standard w/Office 98
Dell Latitude CP	12	233	128 MB	10/100	4 GB	W98SE	Standard w/Office 98
Dell Latitude C810	30	1.3 GHz	256 MB	10/100	20 GB	WXP	Standard w/Office XP

The upgrade is replacing the older Dells with newer GX240s and GX270s as well as providing an additional 29 Latitude C810 laptops. Once the upgrade is complete (scheduled for the end of November, 2003), the desktop clients will consist of:

Make and Model	#	Processor Speed	RAM	Network Card	Storage	OS	Applications
Dell Latitude CP	12	233	128 MB	10/100	4 GB	W98SE	Standard w/Office 98
Dell Latitude C810	59	1.3 GHz	256 MB	10/100	20 GB	WXP	Standard w/Office XP
Dell OptiPlex GX240	200	1.8 GHz	256 MB	10/100	20 GB	WXP	Standard w/Office XP
Dell OptiPlex GX270	313	2.26GHz	256 MB	10/100/1000	40 GB	WXP	Standard w/Office XP

In addition to the standard operating environment, some desktop machines are running application software including:

- UAP
- Factors
- Glink
- Co-Co Mats
- Cares
- CATS
- CTRX
- GAAS
- iACquire

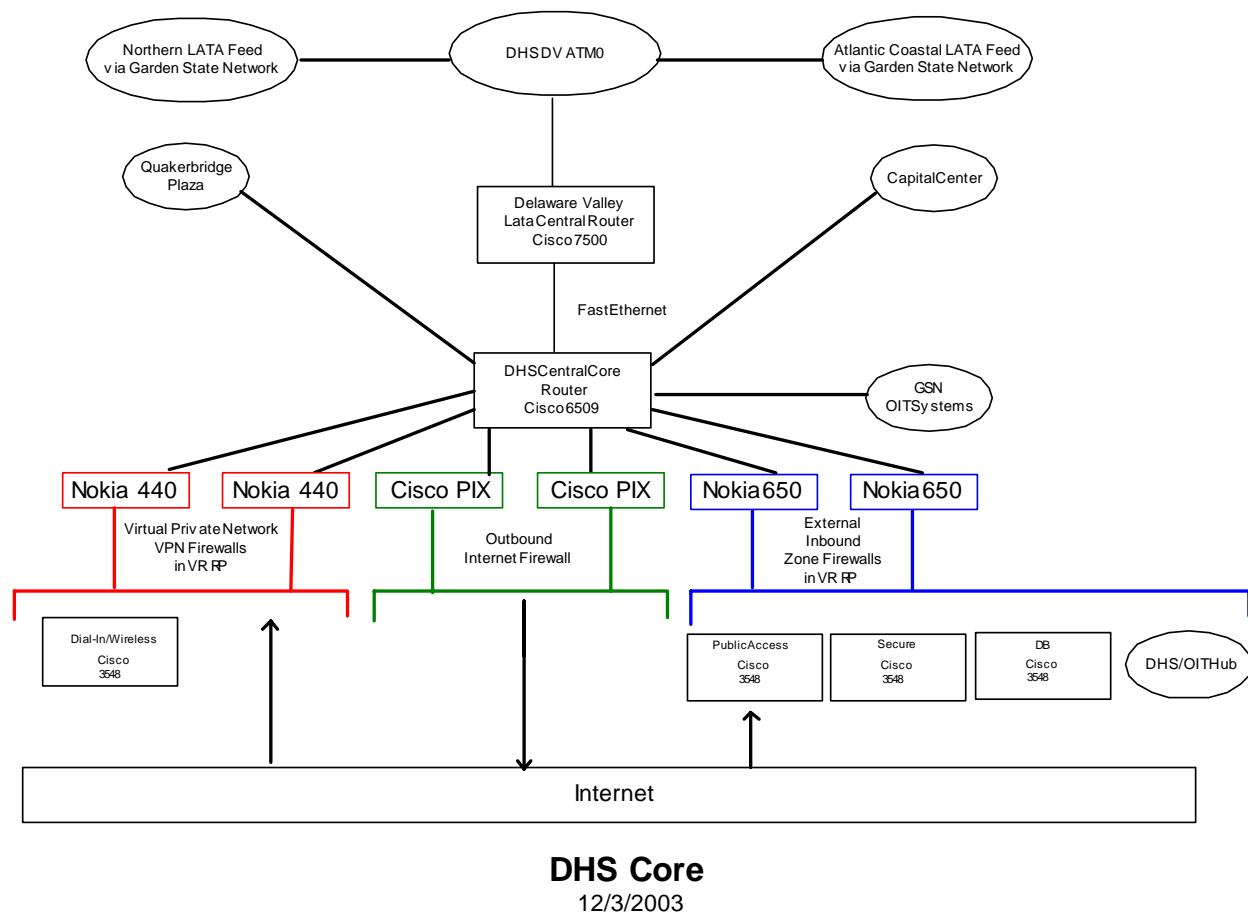


## F.2 DATA NETWORK

### F.2.1 DHS Network Environment

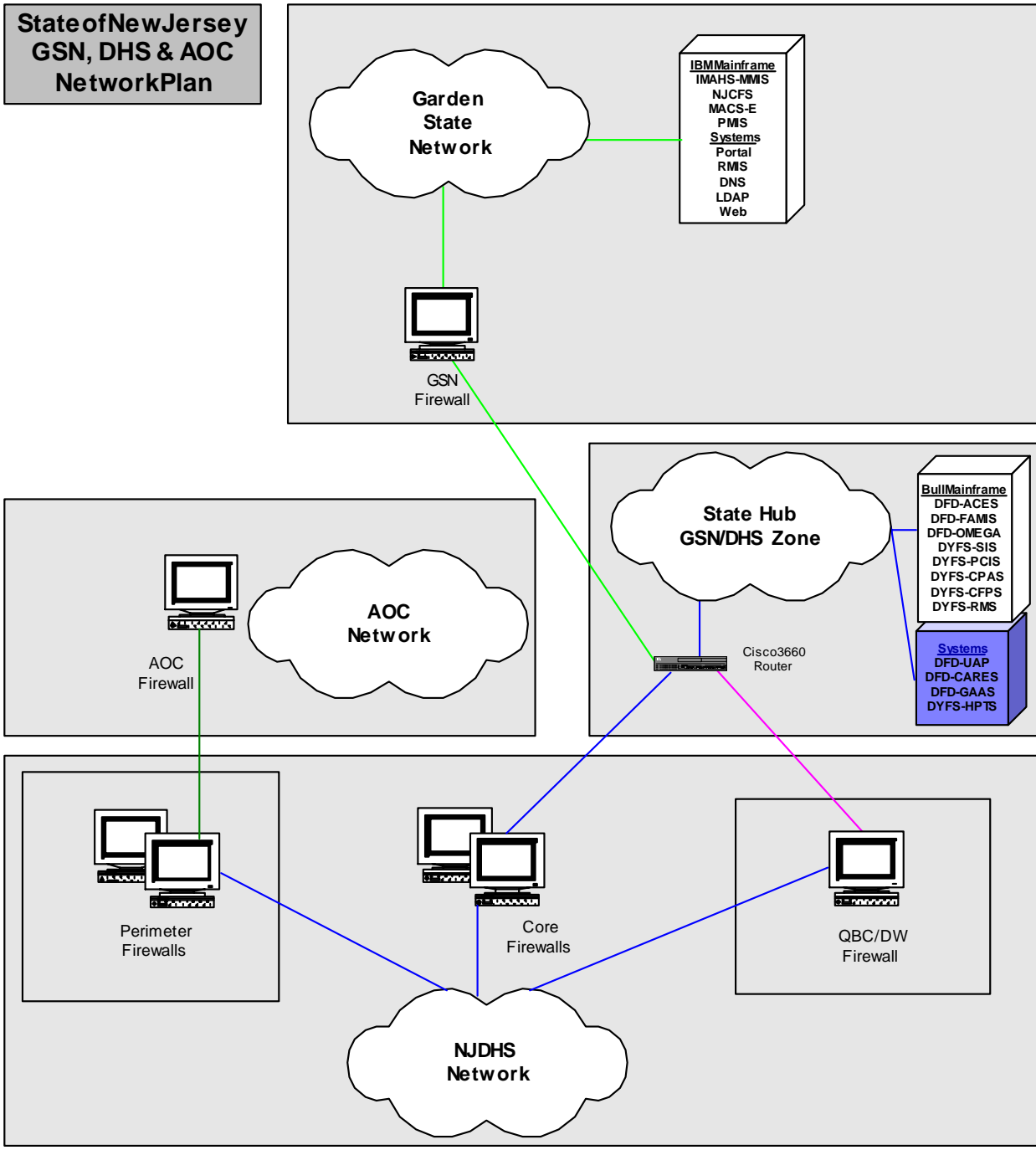
#### F.2.1.1 DHS Core Network

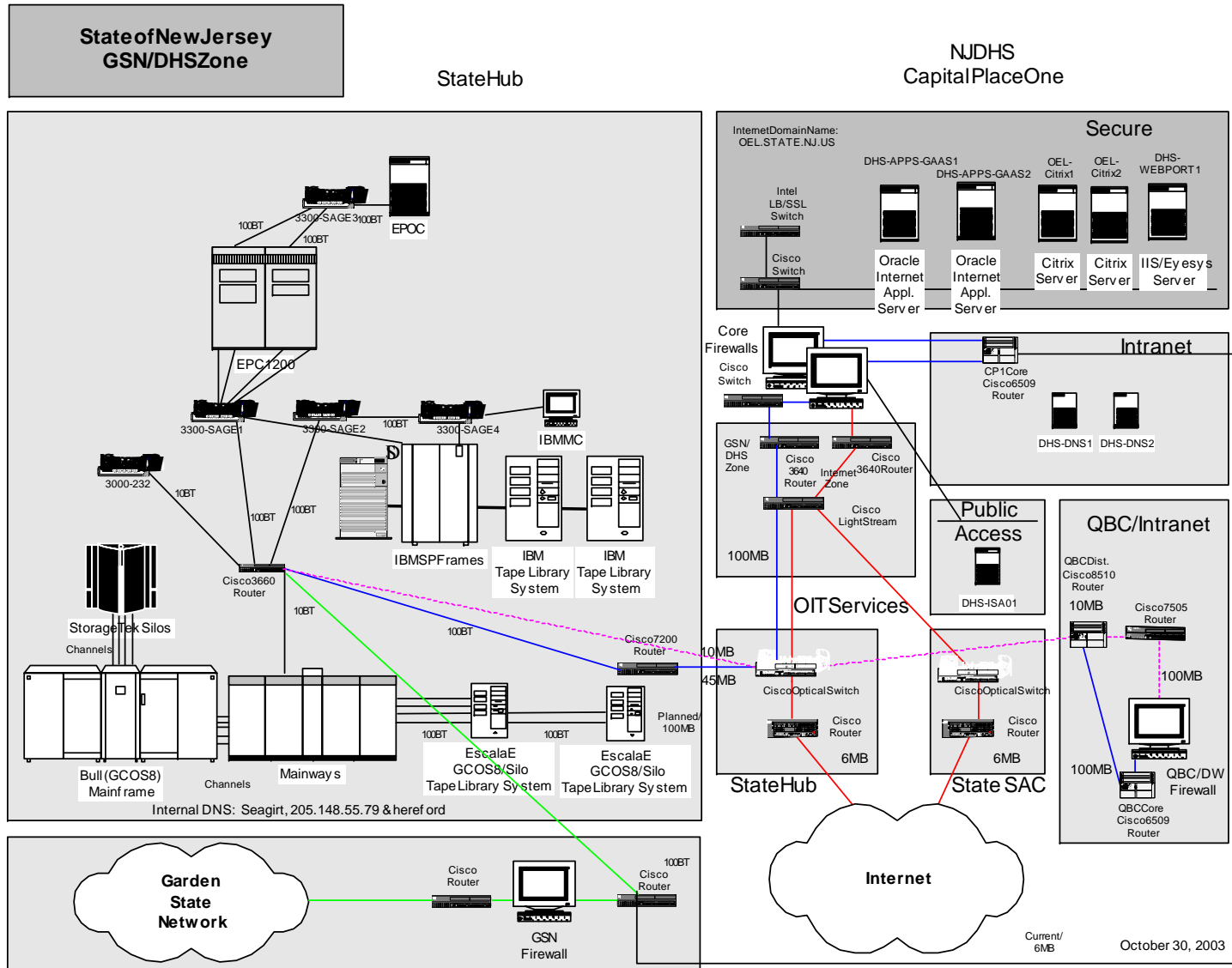
The following diagram shows the DHS Core network and the interconnection of the Northern, Atlantic Coastal, and Delaware Valley LATAs:



#### F.2.1.2 DHS and GSN Interconnection

The following diagrams display an overview of the interconnection between the State Hub, Capital Place One, the Garden State Network, and the Internet. Currently, GSN and DHS have access to each other's network, but with a pending firewall, this access will be more controlled.







### F.2.1.3 Network Redundancy

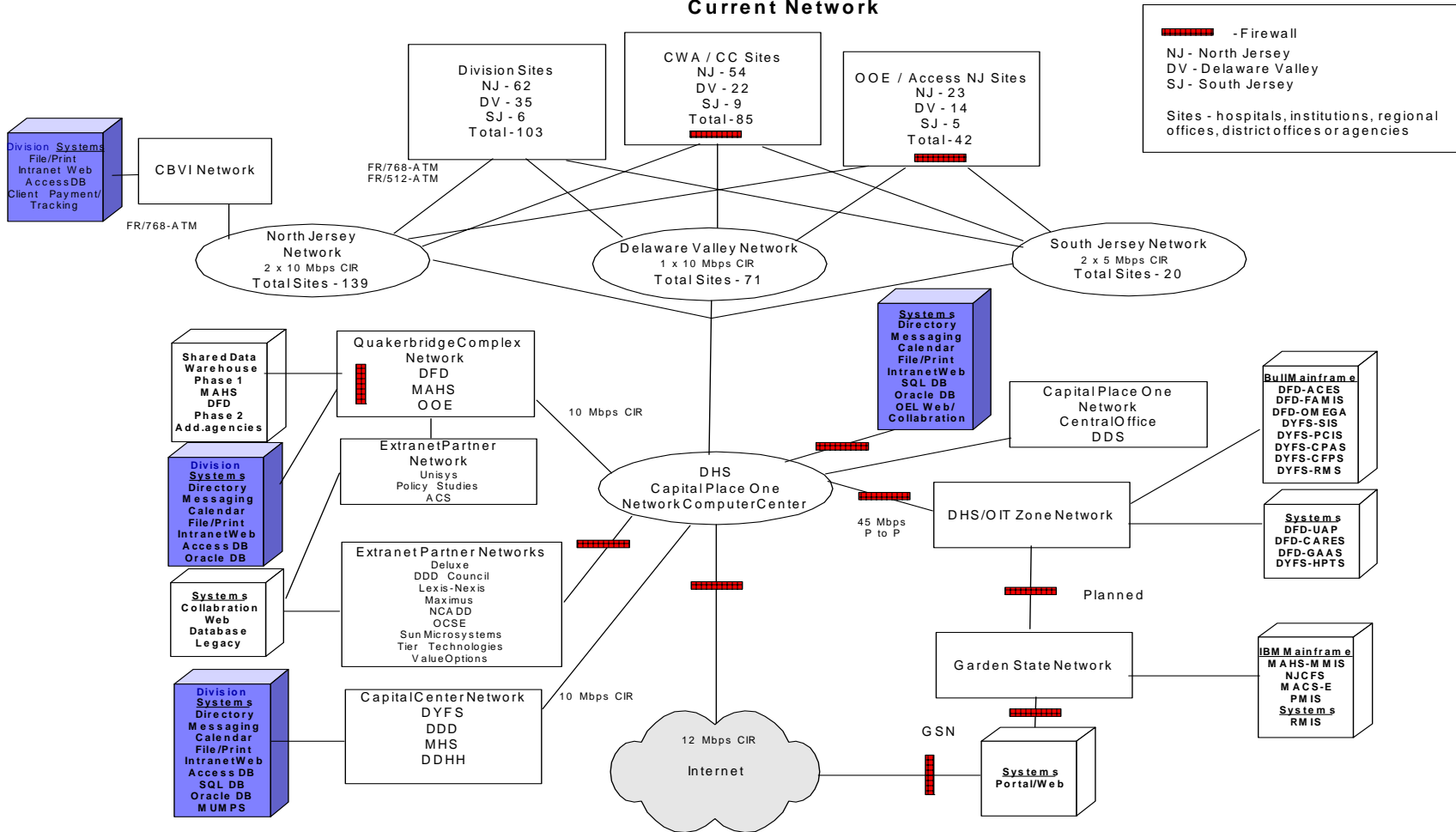
Because all WAN traffic (primarily Frame Relay over ATM) for each LATA currently passes through the GSN to a central routing core at Capital Place One, a failure of the routing device(s) or communications services would have major impacts on thousands of users.

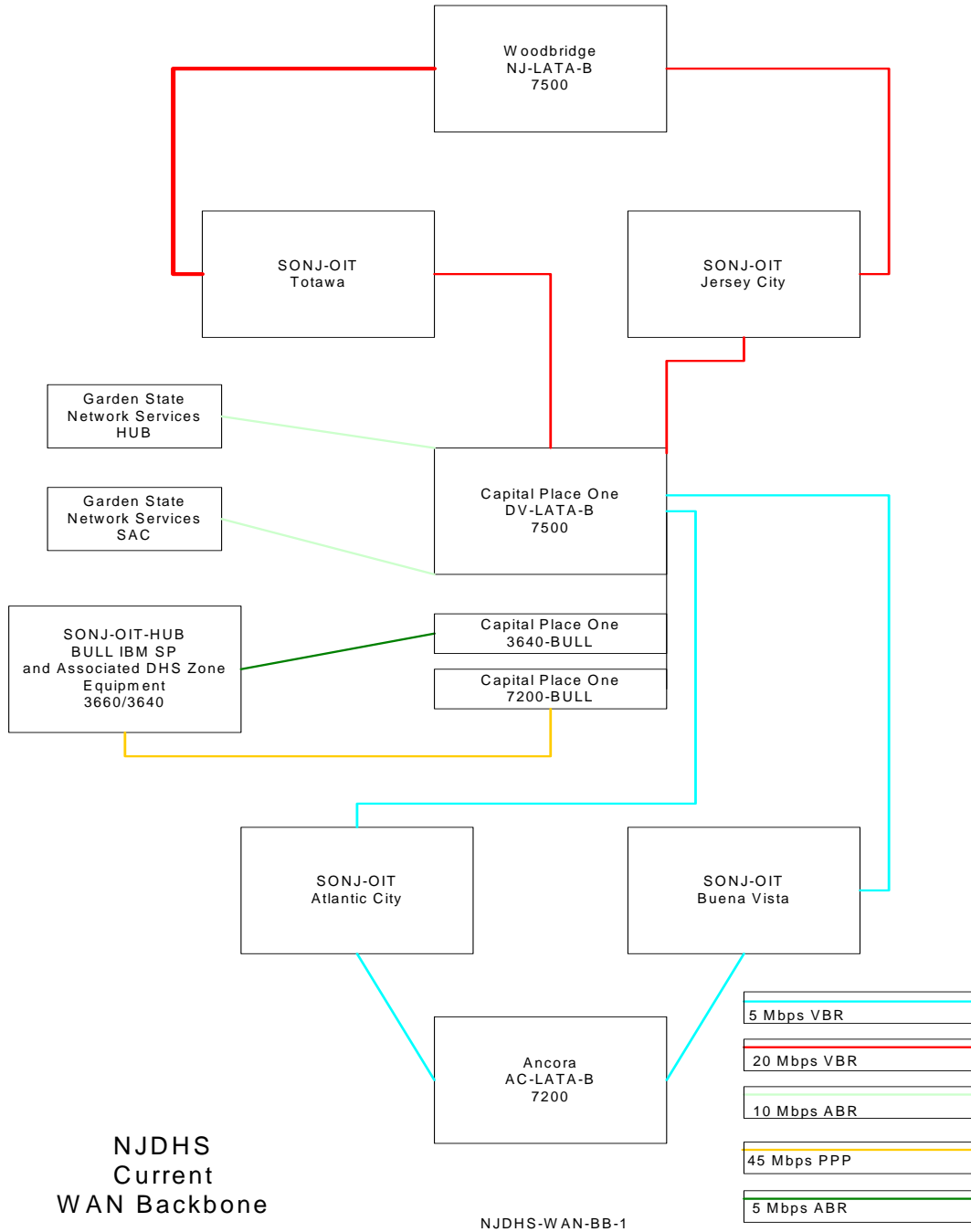
A new WAN backbone (largely in place) would provide a second data communication aggregation point in each of the three LATAs as well as a redundant core facility at Quakerbridge Plaza. With this added redundancy and the use of dynamic routing protocols, the loss of service due to failed equipment would be much more limited.

The Quakerbridge Complex (QBC) serves as a DHS disaster recovery site and is becoming a redundant means of access to the rest of the state network. In the planned network, each of the three LATAs (North Jersey, Delaware Valley, and South Jersey) will have a secondary (disaster recovery) facility as well as redundant network paths (through the Quakerbridge Complex).



State of New Jersey  
Department of Human Services  
Current Network

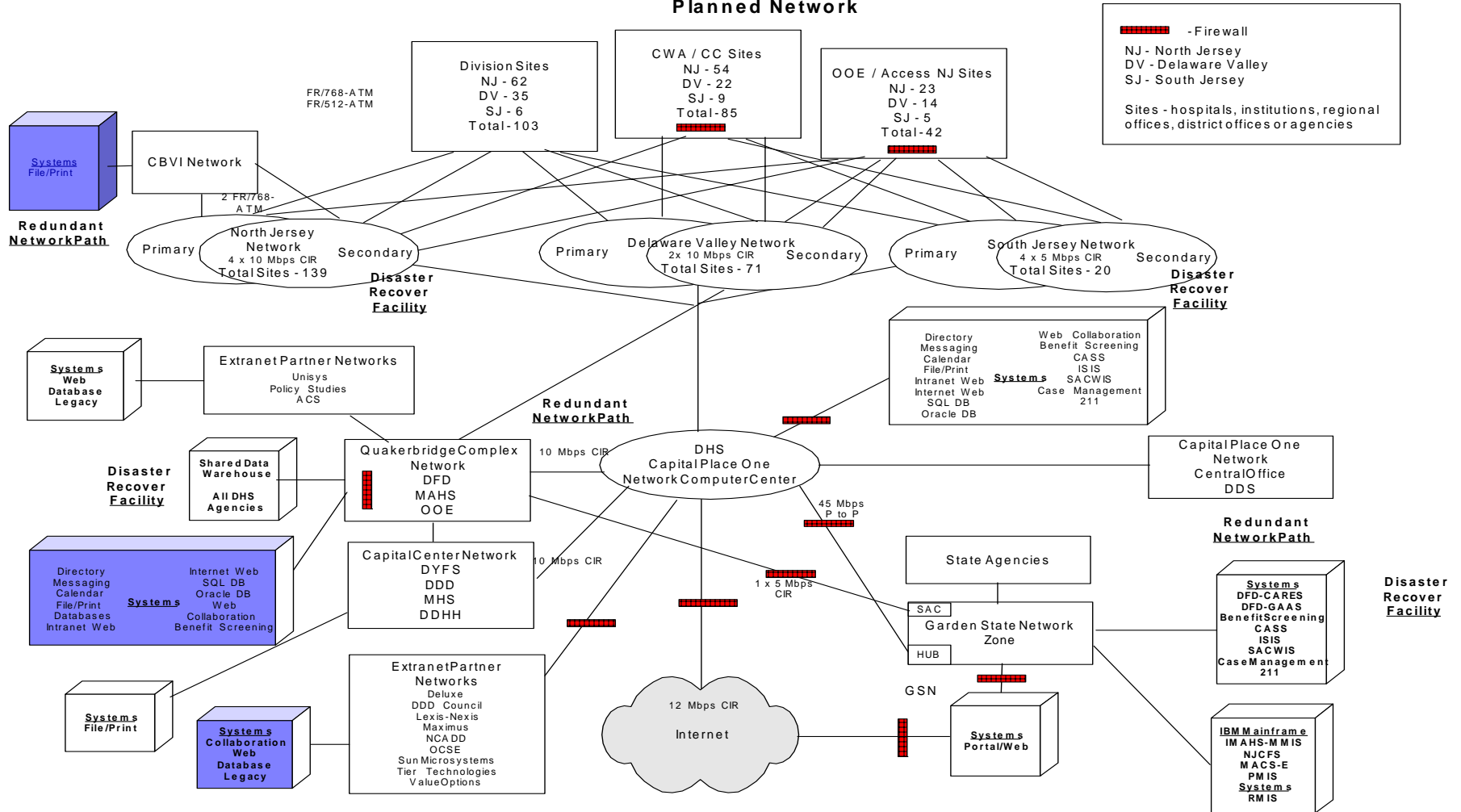


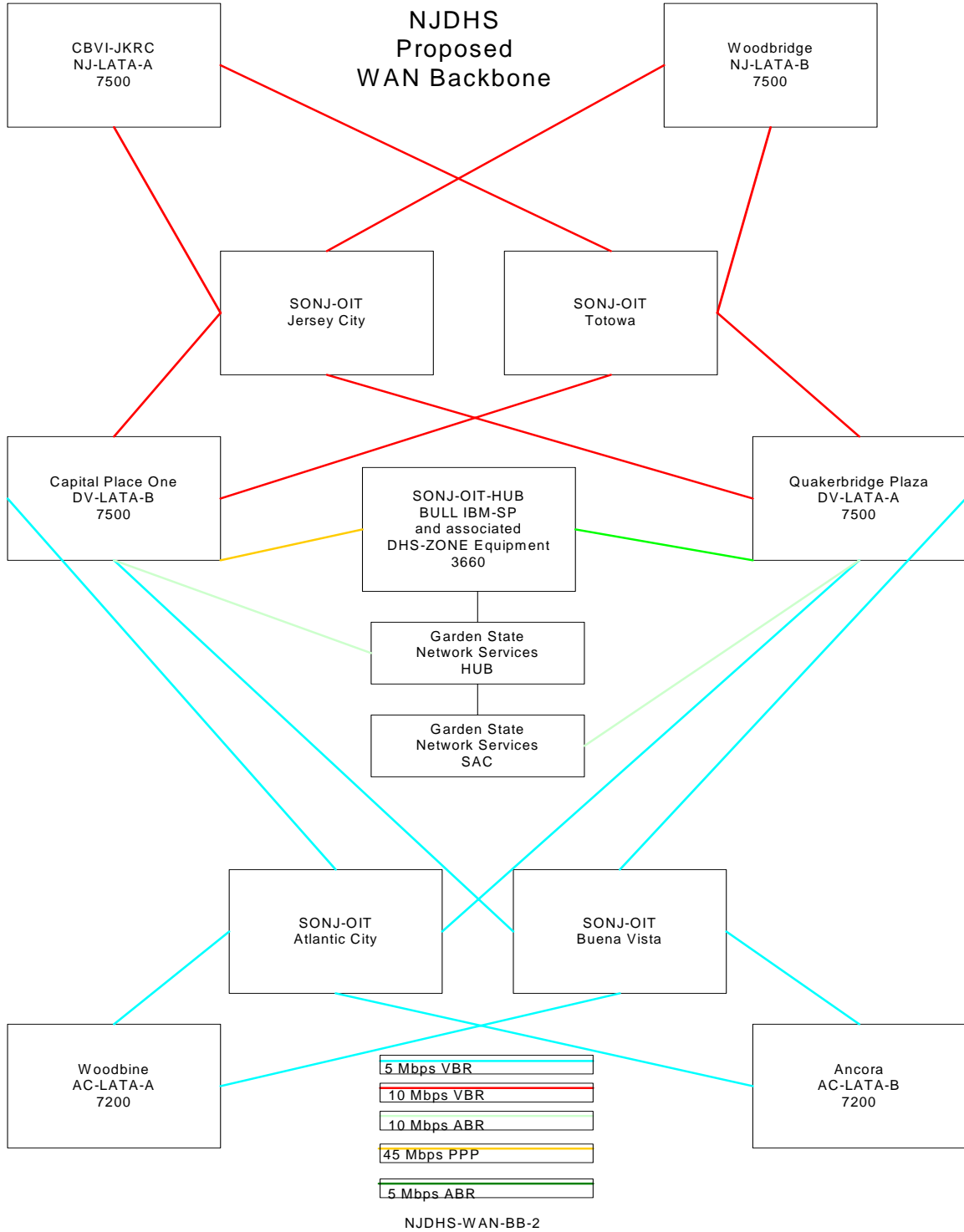






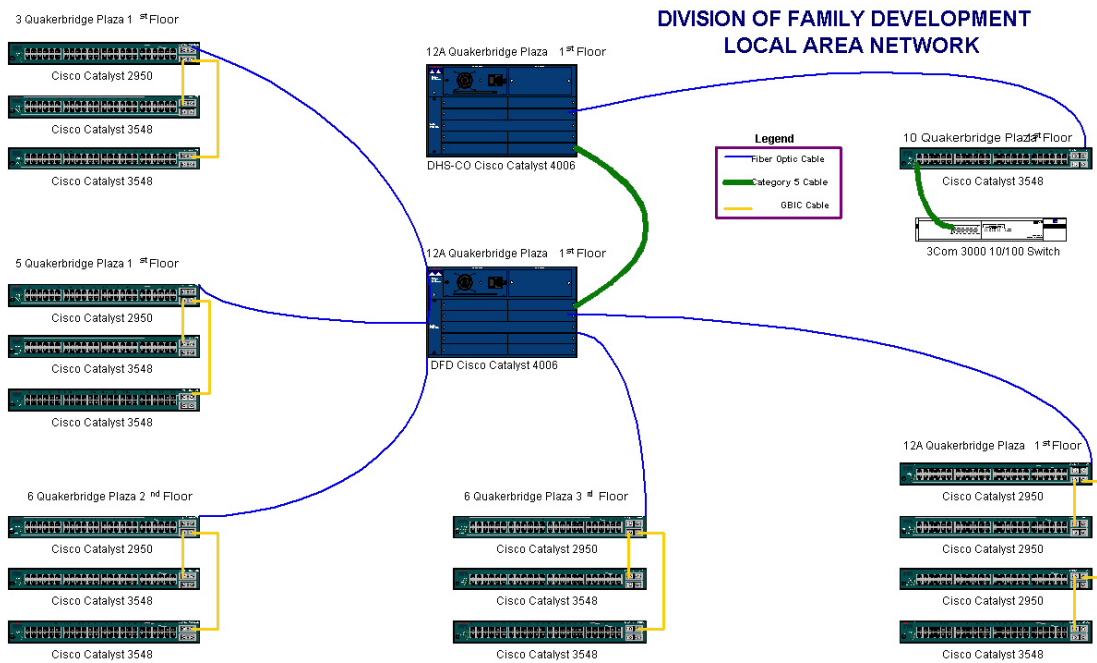
### State of New Jersey Department of Human Services Planned Network





### F.2.1.4 DHS LAN

The following diagram describes the current DFD local area network:



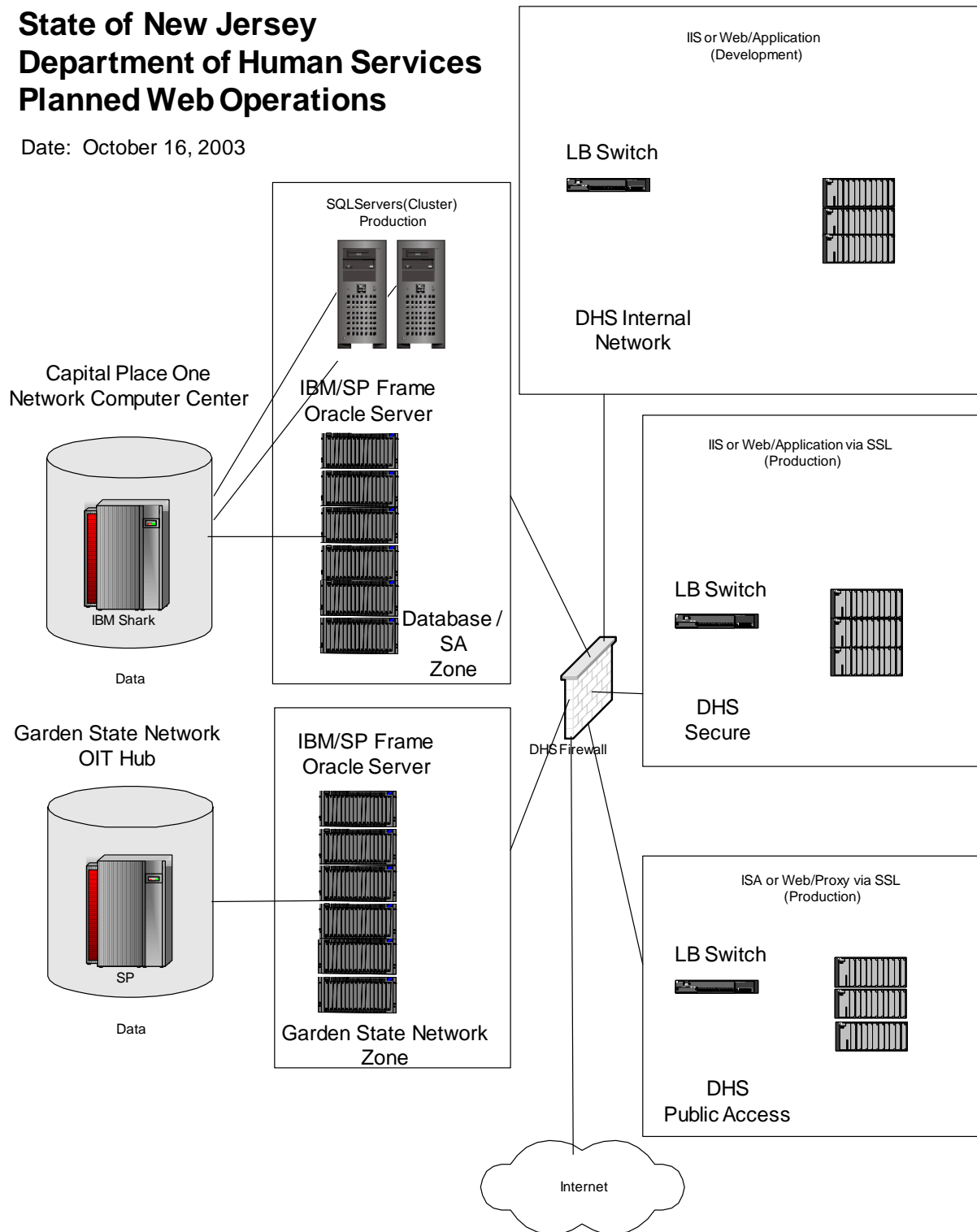
### F.2.1.5 Web Operations and Extranet Solutions

The current network has three types of sites accessing it: Division sites (e.g., DFD), CWA sites (behind firewalls), and Office of Education (OOE) where Verizon provides “Access NJ” service to school networks. Child Care Centers, Extranet Partner Sites, and other State agencies also access the current network.



# State of New Jersey Department of Human Services Planned Web Operations

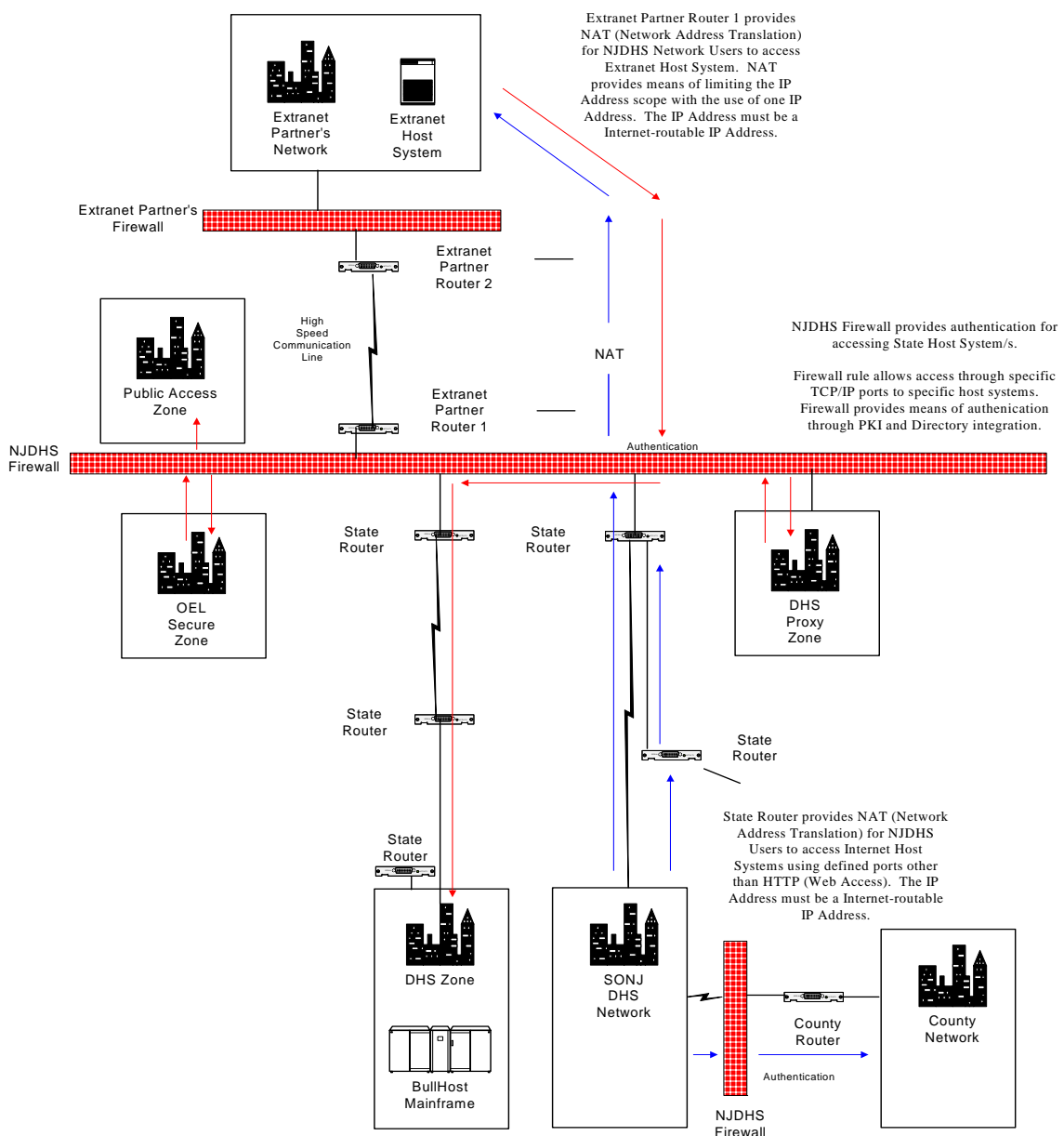
Date: October 16, 2003





For planned web-based operations, all access from the DHS environment to data at Capital Place One or the GSN DHS-CO OIS Hub will be via SSL and a DHS firewall. All extranet partners will pass access the DHS network via their own firewall as well as through the DHS firewall. Authentication for accessing State systems will be controlled at the source/destination/port level. County networks will access the DHS network through the DHS firewall as well.

**State of New Jersey  
Department of Human Services  
Extranet Solution**



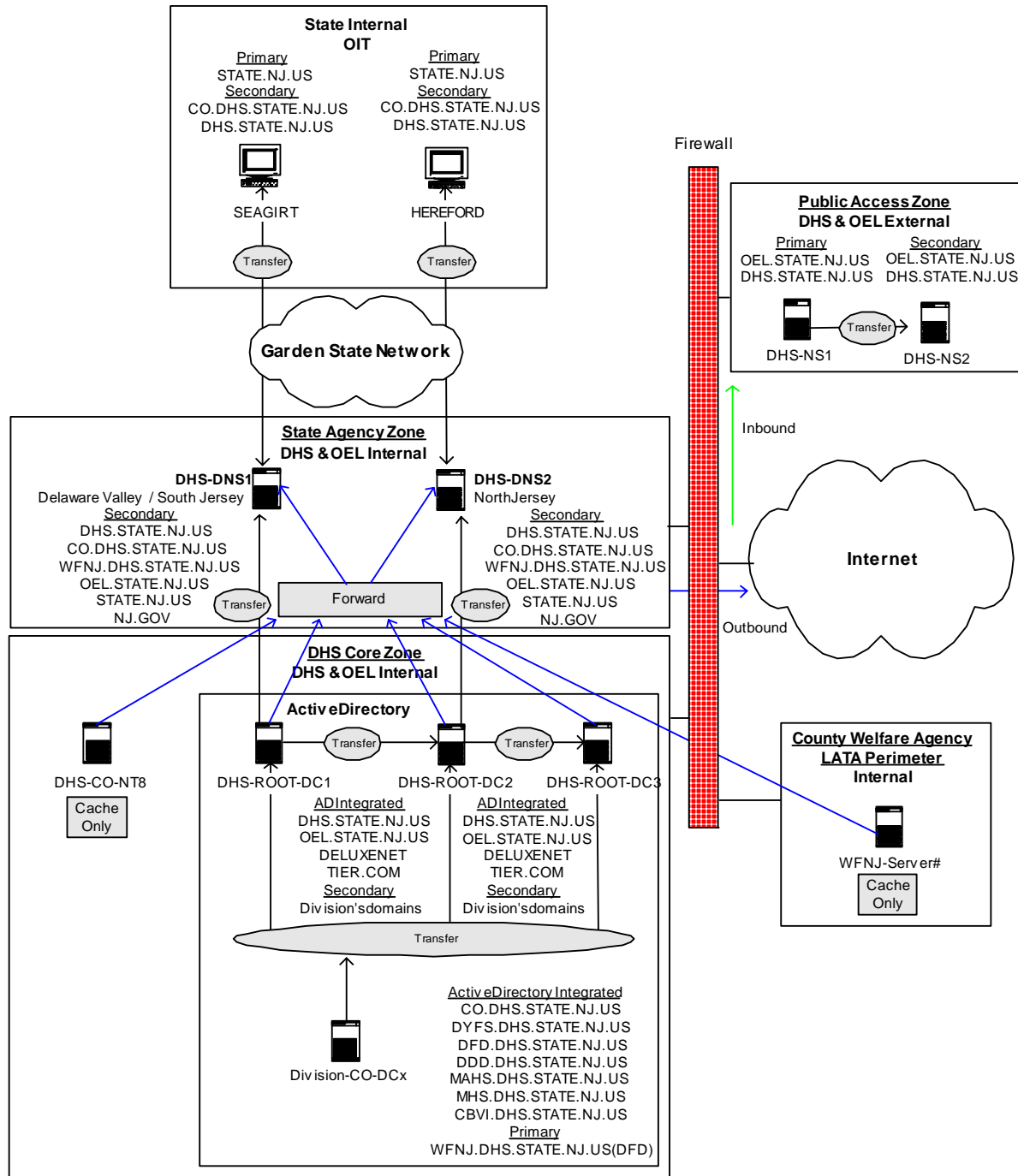


Within the DHS Internal environment, there will be two Domain Name Servers (DNSs), one serving Delaware Valley and South Jersey, the other North Jersey. CWAs will have cache servers linking back (via the DHS firewall) to the primary DHS servers.



## State of New Jersey DHS and OEL Domain Name Servers Diagram

(revised 12/3/2003)





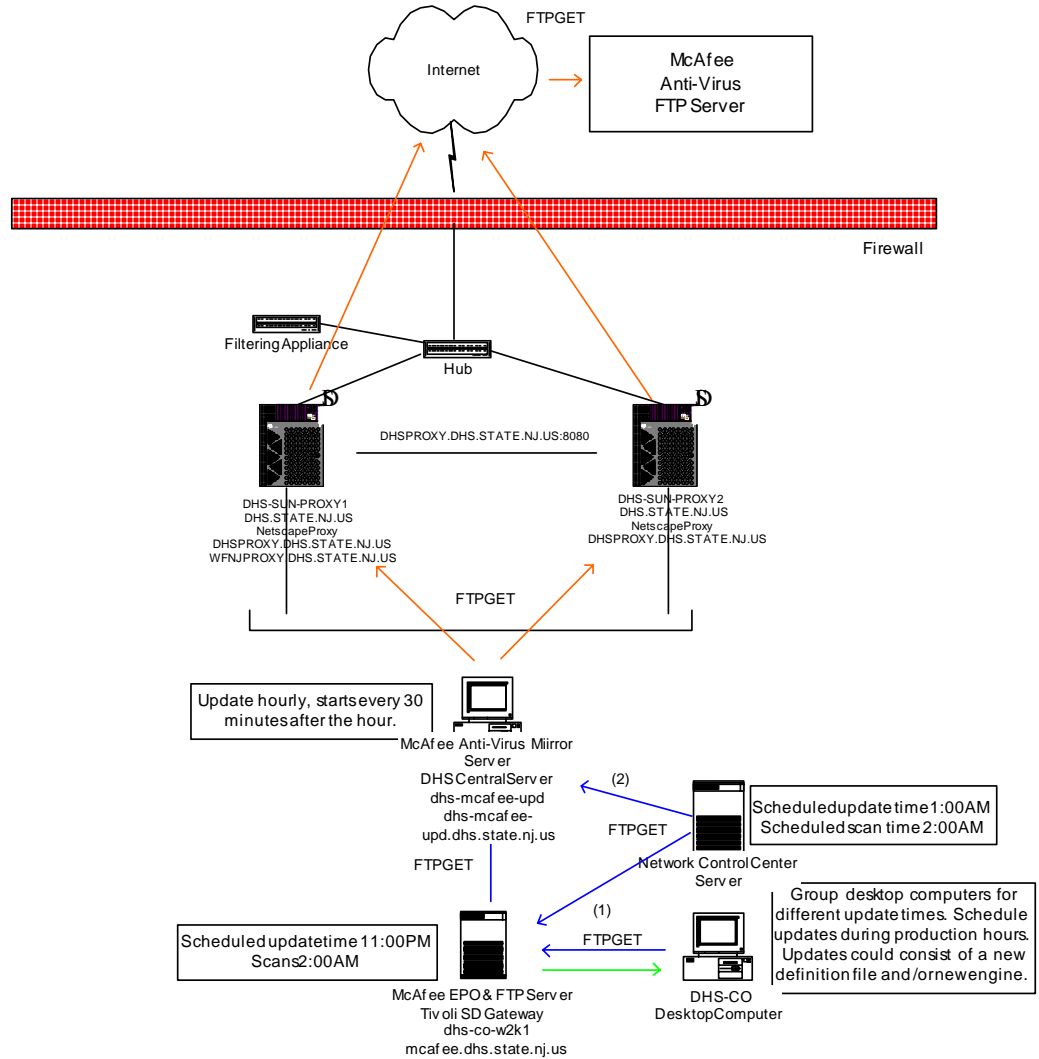
### F.2.1.6 Anti-Virus Solution

An enterprise-wide security (anti-virus) policy is being managed using the McAfee EPolicy Orchestrator (EPO) solution. DHS central servers act as a McAfee anti-virus mirror and EPO servers. The DHS anti-virus mirror servers updates hourly with the McAfee FTP server. DHS desktop computers check for and receive new virus definition files or AV engine changes from the DHS McAfee FTP server. EPO settings are customizable at the level of individual divisions, sites, and subnets.





**State of New Jersey  
Department of Human Services  
Central Office  
Anti-Virus Solution Diagram**





## F.2.2 CWA Network Connection Options

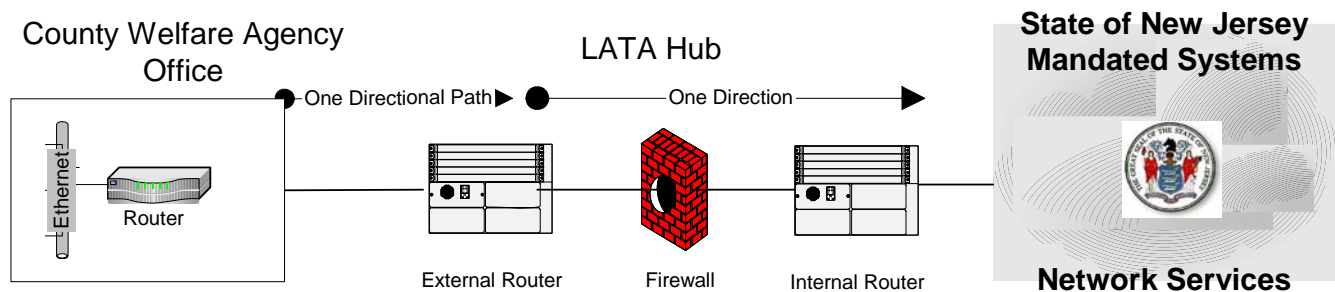
In order to provide flexibility in how CWAs access state computing applications and facilities, three options are being offered: Standard, Extended, and Extranet.

### F.2.2.1 Standard Option

The Standard option, used by most CWAs, leaves most of the control and maintenance of network equipment and facilities at the State of New Jersey level. The State controls and maintains all LAN equipment, controls WAN traffic, and provides access to only State-mandated Systems and Network Services (including email and Internet access).

The State controls Internet access. WAN outages and network traffic problems are handled by the State. CWAs electing this option must comply with DHS and DFD IT Policies and conform to the Desktop Standard environment and the DHS Security Standard. Data communication is between the CWA and the State-mandated Systems and Network Services only; communication paths between offices are not supported.

Standard Diagram

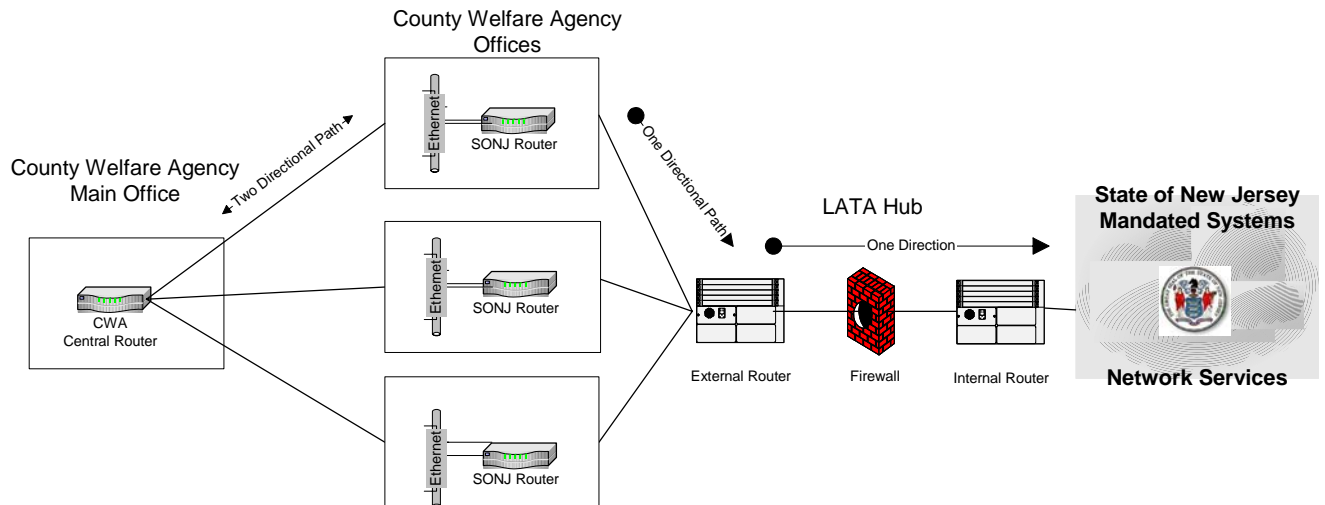


### F.2.2.2 Extended Option

The Extended option is the same as the Standard with the addition of a CWA router (under the control of the State of New Jersey), which provides communication among offices within the county. Counties with multiple sites selecting this option include Ocean and Camden Counties.



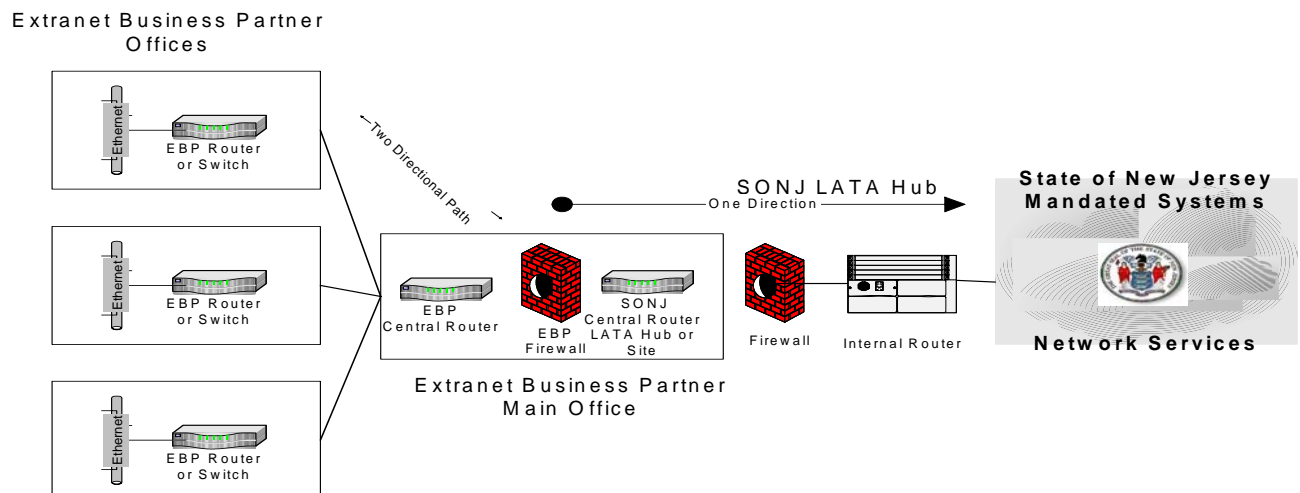
Extended Diagram



### F.2.2.3 Extranet Option

The Extranet solution provides a CWA with the most autonomy but least support by the State. The CWA is treated essentially as an extranet business partner. Communications with the State, through a State of NJ perimeter firewall and State-controlled and maintained router, is limited to access to State Mandated Systems. A CWA electing this option has access to the Extranet Business Partner Systems and Network Services. The CWA is responsible for purchasing, controlling, and maintaining its own routers (an Extranet Business Partner Router and a State of NJ Central Router) to communicate with the State. The CWA controls and maintain its own LAN and provides its own services. Morris County, which has dedicated significant IT resources at the county level, utilizes this option.

Extranet Business Partner Diagram





### **F.3 NETWORK SERVICES**

In order to standardize and facilitate network communications, security, Internet and web access, email, clock synchronization, software distribution, and other common utilities within DHS, the following Network Services are currently supported:

- ❑ Dynamic Host Configuration Protocol (DHCP)
- ❑ Domain Name System (DNS)
- ❑ Time Service
- ❑ Tivoli Software Distribution
- ❑ Terminal (Server Support)
- ❑ Anti-Virus Policy Agent
- ❑ Anti-Virus Update
- ❑ Intrusion Detection Systems
- ❑ Electronic Mail
- ❑ Directory / Address Book
- ❑ Internet Access
- ❑ Mission Control / Netscape Communicator Configuration
- ❑ DHS Web Services
- ❑ DHS Search Engine / On-Line Manuals
- ❑ IE Administration Kit / Internet Explorer Configuration

### **F.4 COMPUTING ENVIRONMENT**

This section presents an overview of select aspects of the current DHS-CO OIS and DHS computing environment, including: disaster recover, data and physical security, desktop build and rollout procedures, and data center space and environmentals.

#### **F.4.1 Disaster Recovery Environment for Bull Enterprise Server**

Backups and recovery for the Bull mainframe (Olympus) is handled under contract with Integra, a Bull Company. The recovery environment includes network connection from Phoenix to Trenton and to the IBM platform recovery vendor (currently SunGard Availability Systems). There is also a network connection from the IBM hot site to a print recover vendor at Mail\_Gard Concepts, Inc. in Ivyland, PA.

In the event of a disaster, access to the recovery site would be within 24 hours; the recovery time objective is 72 hours, which includes time to move backup media and personnel to Phoenix and to recover the platforms in the alternate site.

The Disaster Recovery System Configuration (as of 1/1/2002) consisted of:



- ❑ DPS9000/75X mainframe
- ❑ 40 MIPS processing speed
- ❑ GCOS SR5000 operating system
- ❑ 1024 MB memory
- ❑ 376.3 GB DASD
- ❑ 16 cartridge tape drives (18 track)
- ❑ 8 cartridge tape drives (36 track)
- ❑ 3 open reel tape drives
- ❑ 3 line printers (each 1600 LPM)
- ❑ 1 page printer
- ❑ 1 DN7500 Datanet
- ❑ 2 Mainway Open Network Processors (WAN), 1 LAN extender
- ❑ 3COM NetBuilder II (with minimum 20MB CEC) router
- ❑ Model R404 225 MHz Processor Escala with 8 processors, 40 GB Disk, 1024 Memory, DLT 4000 type IV (20/40GB) tape drive, 8mm VDAT tape drive
- ❑ GWEB Server available for use during test/actual recover operations
- ❑ 8 terminals and 5 PCs with necessary terminal emulation software
- ❑ 96-168 hours per year of test time

Internal network and facility redundancy has also been recently increased. See Section F.2.1.3 for further information.

#### **F.4.2 Data and Physical Security**

- ❑ Standard security in Bull environment is via IDs and passwords; Logical Identifiers (LIDs) are now assigned dynamically upon login.
- ❑ All logins and application runs are logged and logs are maintained for 3 – 4 years.
- ❑ Security cameras are now in place at the HUB in addition to security measures already in place.

#### **F.4.3 Desktop Build and Rollout Procedures**

DHS OIS has established desktop and server build and deployment procedures. These guides are used in conjunction with vendors (after appropriate reviews by OIS and the contracting organization) to build and deploy complaint workstation environments. The documents available include:

- ❑ Windows XP Professional Standard Workstation Deployment Procedures for Windows 2000 Rollout.



- ❑ Windows XP Professional Standard Workstation Build Procedures for Windows 2000 Rollout.
- ❑ Windows 2000 Standard Server Build Procedures for Windows 2000 Rollout.

#### F.4.4 Data Center Space and Environmentals

The following table describes the space and power attributes of the two prime DHS-CO OIS data centers:

	HUB	RRDC
Floor Space	<ul style="list-style-type: none"> <li>• 48,500 square feet total</li> <li>• 19,300 square feet raised floor</li> <li>• 0% available for expansion</li> </ul>	<ul style="list-style-type: none"> <li>• 13,300 square feet total</li> <li>• 9,400 square feet raised floor</li> <li>• 0% available for expansion</li> </ul>
Power	<ul style="list-style-type: none"> <li>• 2 electric utility substations (one as active backup)</li> <li>• 3 UPS systems</li> <li>• 3 emergency generators;</li> <li>• 2 10,000 gallon fuel tanks</li> </ul>	<ul style="list-style-type: none"> <li>• 1 electric utility substation</li> <li>• 2 UPS systems</li> <li>• 2 emergency generators</li> </ul>

#### F.4.5 Desktop Security Environment

In order to improve the security of the DHS/DFD desktop environment, a set of policy guidelines has been established. These include

- ❑ Ensuring distribution of the latest anti-virus engines and definition files through the use of McAfee EPolicy Orchestrator (EPO) and McAfee Anti-Virus software on desktop machines (see Section F.2.1.6)
- ❑ Rolling out hot fixes concerning Operating System Security
- ❑ Hardening Operating System, where feasible
- ❑ Restricting access to servers
- ❑ Removing all web servers, unless approved by the State of New Jersey
- ❑ Implementation of the Computer (Cyber) Incident Reporting Policy
- ❑ Implementation of the Computer Virus Prevention Policy



## F.4.6 Application Software

The proposed CASS functionality currently is provided by a large number of independent (though sometimes interconnected or communicating) software applications. This section identifies the current systems that, in whole or in part, must be considered in order to identify necessary functionality for any future CASS solution. Note that some applications (such as ACSES) are largely beyond the scope of currently proposed CASS functionality, but may now provide services or functionality (such as Medicaid Eligibility for Child Support cases) that must be considered.

## F.5 APPLICATION SOFTWARE PROGRAMS AND PLATFORMS

The following table shows each of the core DHS/DFD/DMAHS support applications, the program or programs they support, and the hardware on which each application runs. Brief descriptions of these systems are presented in Section F.5.1. Other initiatives currently underway, but not fully deployed, that may impact CASS functionality are presented in Section F.5.3.

Application	Program	Application Layer	Data Layer
<b>ABIE</b>	AFDC Eligible Medicaid, NJ Family Care Plan A	IBM 3090-600	
<b>ACSES</b>	Child Support and Paternity	Bull TA253	
<b>ALPHA-X</b>	WFNJ/TANF, Child Support and Paternity, Home Energy Assistance, DYFS, FS/GA, NJ Family Care	Bull TA253	
<b>BARA</b>	TANF, GA, Food Stamps	PC (Paradox 11), Dell server	
<b>CATS</b>	All DFD Contracts	PC (VB6)	IBM SP 9076
<b>CARES</b>	Child Care	PC (Oracle 6i)	IBM SP 9076
<b>Co-Co Mats</b>	Child Support and Paternity		NEC Express 5800 Server
<b>CTRX</b>	Child Care	PC (Oracle 6i)	IBM SP 9076
<b>EBT</b>	Food Stamps, WFNJ/TANF		Managed by eFunds (running on Tandem)
<b>FAMIS</b>	WFNJ/TANF, Emergency Assistance, Food Stamps, AFDC	Bull TA253	



Application	Program	Application Layer	Data Layer
	Eligible Medicaid, NJ Family Care Plan A		
<b>FAX</b>	Financial (Fiscal DFD)		
<b>FVO</b>	TANF, Child Support, Food Stamps		
<b>GA</b>	WFNJ/GA	IBM pSeries 650	
<b>GA EBT</b>	WFNJ/GA	in development	
<b>GAAS</b>	WFNJ/GA	Unix servers (Capital Center One)	IBM SP 9076
<b>LIHEAP</b>	Home Energy Assistance	Bull TA253	
<b>HOTLINE</b>	Child Support and Paternity	IBM RS/6000	
<b>iAcquire</b>	TANF, Child Support, Food Stamps, AFDC Medicaid, NJ Family Care Plan A	Dell 6450 and SAN	
<b>IEVS</b>	WFNJ/TANF, IEVS, Medicaid only	Bull TA253	
<b>OJD</b>	WFNJ/TANF, Food Stamps		
<b>OMEGA</b>	WFNJ/TANF, Child Care, Transportation, and other related support services	Bull TA253	
<b>QC</b>	Food Stamps		
<b>SDW</b>	AFDC Medicaid, NJ Family Care, TANF, Food Stamps, Child Support, General Assistance	managed by ACS	
<b>SDX</b>	AFDC Eligible Medicaid, NJ Family Care	Federal file	
<b>SOIL<sup>1</sup></b>	WFNJ/TANF, Food Stamps, Child Support	Bull TA253	
<b>TOP</b>	Food Stamps, Child Support	Bull TA253	
<b>TRCK</b>	WFNJ/TANF, WFNJ/GA	Bull TA253	
<b>UAP</b>	WFNJ/TANF, Child Support and Paternity, AFDC Medicaid, NJ Family Care	PC (Visual Basic 6.0)	IBM SP 9076
<b>Universal Service Fund</b>	HEA	in development	

### F.5.1 Current Application Software Descriptions

This section provides a brief description of each core system currently being used to support DFD programs.

<sup>1</sup> TOP and SOIL activity for Child Support will remain in ACSES, not CASS.





## **Automated Benefits Information Exchange (ABIE)**

The Social Security Administration (SSA) provides a file of NJ residents who are in receipt of SSA benefits. That file is matched against FAMIS. The ABIE process sends requests to SSA for RSDI information on Medicaid, TANF, and FS clients. This information is used to update cases to the SSA BENDATA file. The SSA BENDATA file provides COLA (Cost of Living Adjustment) yearly files for RSDI yearly mass change.

## **Automated Child Support Enforcement System (ACSES)**

ACSES was developed to support all of the core federal functional requirements for child support enforcement. They include case initiation, case management, financial management, locate, establishment, and enforcement. ACSES also encompasses reporting and security/privacy functionality. ACSES maintains case demographic information, records all case activity, generates notices and documents, performs numerous interfaces, identifies delinquent payers on a daily basis, records the collection and distribution of payments, and provides for the enforcement of collection either directly or by wage executions, tax interceptions, or unemployment benefit interceptions.

## **Alternative Alpha Index Lookup (ALPHA-X)**

Alpha-X is an on-line application that gives DFD alphabetic name access to all major DHS client information. Client information is derived from these systems: FAMIS, ACSES, DYFS-SIS, and HEA. It is based on an IDS-II indexed database that is updated from source systems by batch, daily for major applications. There are “active” (FAMIS) and “inactive” (FAMIS inactive cases) files that can be accessed. The Alpha-X process includes the use of Soundex functionality that allows lookup on similar sounding names.

## **Bureau of Administrative and Regulatory Appeals (BARA)**

The Bureau of Administrative and Regulatory Appeals (BARA) tracks the appeals, and related decisions, made by Welfare recipients and their representatives. The application is written in Paradox 11 (Core) and is used by all BARA staff. Within the application, an ongoing case file is maintained for each appeal or complaint, storing the actions and dates of actions taken by BARA staff and by the Courts of the Office of Administrative Law (OAL). Progress of the appeals and related activities are tracked in BARA. Decisions are also written within BARA on specialized forms. The BARA application is integrated with Winfax Professional for notifying OAL of the need for a hearing to be scheduled.

BARA links to all municipal and county agencies, plus various supporting legal agencies for faxing requests and decisions. System supports the generation of reports in summary and detail format. Letters can also be generated from the system. A separate version of the application has been integrated with an adaptive Braille keyboard and speech application for a person who is visually impaired.



## **Contract Administration Tracking System (CATS)**

The Contract Administration Tracking System (CATS) was developed primarily to support the CTRX and to maintain Work First New Jersey contracts under the jurisdiction of the Division of Family Development. The DFD Contract Administration Tracking system is an Oracle database with a Visual Basic 6.0 front-end, hosted by the Office of Information Technology.

The CATS database contains the Center-Based Care (CBC) contract information, which is needed by the CTRX application. The CATS database is periodically updated with new contract information that has been converted from an existing DFD Contract Administration Unit application developed in MS Access 97. The new CATS application will be used by the DFD Contract Administration Unit to build, monitor and track all DFD contracts.

## **Childcare Automated Resources and Eligibility System (CARES)**

CARES supports the New Jersey Cares for Kids (NJCK) childcare program. This statewide-subsidized childcare certificate program is funded through SSA Title IV-A, At-Risk Child Care (ARCC), and the Child Care Development Funds (CCDF). ARCC funds provide childcare assistance to families who are employed full time and are at risk of welfare dependency. The CCDF (regular) funds provide assistance to low and moderate-income families who are employed or participating in an education or training program, and the CCDF (CPS) funds are for childcare services to children under the protective supervision of the Division of Youth and Family Services (DYFS).

## **Child Care Resources and Referral System (CCRRS)**

The Child Care Resource and Referral System is a database system designed to assist the Unified Child Care Agencies (UCCAs) in the process of providing child care resource and referral services to clients and other agencies, and to follow the normal flow of the client referral process.

## **Comprehensive Contact Management & Tracking System (Co-Co Mats)**

DHS-CO OIS originally developed the Comprehensive Contact Management and Tracking System in 1999 for the Governor's Office of Constituent Relations Office. The system is designed to provide a way to record information correspondence received by an organization. A case may be opened to track a letter or other kind of communication such as a phone call. A single constituent may be associated with several letters or phone calls. Conversely, a particular correspondence may be linked to a number of constituents. A document may be scanned and the image linked to the case, which was opened to track it. Response letters from the office can be written in MS Word, saved, and retrieved through the system. The referral of a piece of correspondence can be recorded and tracked.



## **Center-based Child Care System (CTR)**

The Center-based Child Care System (CTR) supports the Center-Based Contracted (CBC) System. Under this program, childcare slots are purchased from approximately 200 statewide childcare centers under contract with the Division of Family Development (DFD). The CTR system verifies eligibility and records the demographic information of the children placed in the slots under contract. Since the slots are prepaid, there is no check processing or fiscal system as part of the CTR system. The CTR system is a “CARES like” system, written in Oracle, and residing on the client/server.

## **Electronic Benefit Exchange (EBT)**

EBT is a processing system that supports, manages, and controls the electronic payment of state benefits for the purchase of goods in a retail environment and the distribution of cash in an ATM network and retail environment. FAMIS sends all files needed to update the system, which makes FAMIS the master system.

## **Family Assistance Management Information System (FAMIS)**

FAMIS automates the processing and issuance of TANF/WFJ benefits, Emergency Assistance, Food Stamps, and AFDC eligible, NJ Family Care, or Transitional Medicaid cards. The system is primarily a batch system, with data collected via on-line data entry and updated through the batch update process. Major functional subsystems include: Payment History, Social Security verification, financial reporting, payment reconciliation, and management reporting. The system also includes interfaces to other DFD and Department of Human Services (DHS) systems, including: OMEGA, ACSES, HEA, MES, DYFS, and IEVS.

## **Financial Accounting Exchange (FAX)**

FAX is used by the SSA to provide states with case-by-case accounting data, on magnetic tape, for federally administered supplementation. Information provided includes: Automated Payments, Overpayments Withheld, One-time Payments, Emergency Payments, Cancelled Checks, Cash Refunds, Post Eligibility Adjustments, Un-negotiated Checks, and Double Check Negotiations. With the FAX information, the states can reconcile accounting data.

## **Family Violence Option (FVO)**

The Family Violence Option (FVO) Tracking System is used by staff in the local boards of social services to perform FVO activities within the agency. The system tracks information related to support services rendered on behalf of FVO individuals such as counseling, batterer services, transportation, etc.



## **General Assistance (GA)**

GA supports three counties (Bergen, Passaic, and Union) that have not converted to using GAAS to support their General Assistance program. Those counties provide updates from their own local systems in order to create a general assistance master file for those three counties.

## **General Assistance Automated System (GAAS)**

The General Assistance Automated System (GAAS) is an automated on-line processing system that supports the administration of the WFNJ/GA in the county welfare agencies and autonomous municipal welfare departments. The GA Program provides individuals with assistance such as Maintenance Payments, Immediate Need, Emergency Assistance (EA), Temporary Rental Assistance (TRA), and Medical Assistance. The GAAS System supports the following three major functional areas for the WFNJ/GA Program:

- ❑ Intake/Eligibility,
- ❑ Case Management, and
- ❑ Fiscal Management/Check writing.

The Intake/Eligibility subsystem allows caseworkers to enter client application information and calculate the eligible benefits for the clients. The Case Management subsystem allows case managers to review and monitor WFNJ/GA case information. The Fiscal Management/Check writing subsystem provides the ability to keep track of payment records and issue client and vendor checks. Eighteen counties and all non-consolidated municipalities have been converted to GAAS.

## **General Assistance Electronic Benefit Transfer (GA EBT)**

A system is currently planned, but not yet available, to provide electronic transfer of funds associated with the General Assistance program.

## **NJ Child Support Hotline (HOTLINE)**

The Hotline provides information about the child support program as well as case specific information including but not limited to payment and tax refund offset data. The Hotline does receive a daily file from ACSES containing information about child support cases.

## **iACquire**

iACquire is web-based software that resides on a central server and provides for the “paperless” distribution of reports to end-users. iACquire software provides for electronic distribution of reports generated from the mainframe systems supporting DFD programs. The



end-user is afforded the opportunity to view reports on a local PC, print reports as necessary, and extract data from reports for use with other software, such as Excel.

## **Income & Eligibility Verification System (IEVS)**

IEVS matches are federally mandated programs that provide earned and unearned income information and updates to the IEVS database maintained by New Jersey. IEVS matches are as follows:

- ❑ **Earned Income – Wage Reporting** is a quarterly process that matches active individuals on TANF, Food Stamps, and Medicaid to the NJ Department of Labor Wage and Earned Income database. The NJ Department of Labor returns two (2) files, one containing matched and the other containing unmatched SSNs. The Matched file from the Department of Labor is used to update the IEVS database with the Wage Earnings and the Employer information for the individual maintained by the Department of Human Services.
- ❑ **Unearned Income – Unemployment Insurance Benefits** is a monthly process that matches active individuals on TANF, Food Stamps, and Medicaid to the NJ Department of Labor UIB Database. The NJ Department of Labor returns two (2) files, one containing matched and the other containing unmatched SSNs. The matched file from the Department of Labor is used to update the IEVS database with UIB amounts maintained by the Department of Human Services. (i.e. UIB amount received, and UIB Start Date)
- ❑ **Unearned Income – IRS 1099 (Interest, Dividend Income)** is a monthly process that matches a file of selected individuals from both DFD and Medicaid to the IRS database. The IRS returns two (2) files, one containing Hits/Matches and the other containing No Hits/Unmatched unmatched SSNs. Upon receipt of the two (2) files from IRS, the NJ Department of Human Services processes the files and updates the IEVS database with the interest and dividends earned on Bank Accounts (Checking and Savings), Mutual Funds, etc.
- ❑ **Unearned Income – Social Security Administration (SSA) Match** is a process that is generated upon request and matches a file of selected individuals to the SSA database. The SSA returns two (2) files, one containing matched and the other containing unmatched SSNs. Upon Receipt of the files from SSA; the NJ Department of Human Services updates the IEVS Database with the monthly benefits received from SSA.

The Income Eligibility Verification System generates the PA925 document for all individuals in which a matched occurred between the file submitted from Human Services and



the source of the matches (New Jersey Department of Labor, IRS, or SSA). Additionally, reports are generated.

### **Low Income Home Energy Assistance Program (LIHEAP)**

The HEA program is administered by the Department of Community affairs, with the system managed by DFD's OIS organization. Eligible clients receive payment once, when requested (through the application system), or automatically through the system. Notices are generated to inform clients of their status, and there is a detailed tracking system and reports to audit status in the system.

The following are inputs to the HEA system:

- ❑ FAMIS Strip file (check eligibility income, duplicates);
- ❑ Housing and Urban Development (HUD) file (check residence – public housing);
- ❑ Benefits Determination Table (fuel type, household size, income, geographic location – to determine benefit amount); and
- ❑ HEA Vendors.

### **Operation Judgment Day (OJD)**

Operation Judgment Day (OJD) enables the County Welfare Agencies to recoup monies owed by former clients for fraudulent receipt of assistance by providing the three largest national credit bureaus information on those former clients who have judgments against them.

### **On-line Management of Economic Goal Achievement (OMEGA)**

OMEGA was originally designed to support the Realizing Economic Achievement (REACH) program and subsequently modified to accommodate the Family Development Program (FDP). FDP was the Job Opportunities and Basic Skills Training (JOBS) program that was further modified for the new Work First New Jersey (WFNJ) program.

Eligible clients are referred to OMEGA automatically from FAMIS. Information maintained on OMEGA includes education, work history, supportive services, and other client data necessary for the establishment of activity records and associated support records. The FAMIS case number is used as the access key to OMEGA.

The objective of the OMEGA system is to provide WFNJ case managers a comprehensive tool for documenting and monitoring work activities and providing ongoing or transitional payments. It further provides the Case Manager the accessibility to all activity relating to a client's background, activity enrollment, support services, cost projections, payments, child care and provider information, plus other important data required to successfully guide a WFNJ participant to gainful employment. OMEGA is used to issue retrospective child care payments. The system is also used to track the progress of WFNJ clients.



Inputs to OMEGA include:

- ❑ FAMIS client demographic and referral data,
- ❑ Provider file, and
- ❑ Case management, client support and work history update screens.

Outputs from OMEGA include:

- ❑ Checks and vouchers,
- ❑ Referral letters,
- ❑ Management and fiscal reports and report files (for use by iACquire report distribution), and
- ❑ Provider, payment, and work history inquiry.

### **Quality Control (QC)**

The quality control organization selects random samplings of cases (extracted from FAMIS) to review for accuracy. A Paradox database is used to track these sampled cases.

### **State Data Exchange (SDX)**

See ABIE.

### **State Offset of Income Liability (SOIL)**

SOIL provides a mechanism between the Department of Human Services and the Department of Treasury to offset State Tax Returns where the amount of the debt is at least \$25.00 and the age of the debt is at least six months and not greater than ten years old.

### **Treasury Offset Program (TOP)**

The Treasury Offset Program (TOP) is a system that is Federally mandated by the Food and Nutrition Service (FNS). The TOP system offsets individuals' federal tax returns, as well as other sources, to repay Food Stamp benefits.

### **Universal Application Process (UAP)**

The Universal Application Process is a graphic user interface (GUI) designed to automate the client intake process. The UAP application runs on your workstation offering you a streamlined process to access client information. UAP eliminates the three steps of manually taking an application, transferring the data to coded format, and entering the data into FAMIS and ACSES. UAP allows you to collect and enter the information from a client to easy-to-read screens.





## F.5.2 Medicaid Programs

There are a number of Medicaid programs that have little or no automated support for those processes used to determine eligibility and issue benefits. The programs include:

- ❑ NJ Care – Special Medicaid Programs;
- ❑ NJ Care – Special Medicaid Programs – Medically Needy Section;
- ❑ Institutional Medicaid – Long Term Care;
- ❑ SSI Medicaid;
- ❑ Medicaid Special – Children to Age 21;
- ❑ New Jersey Family Care;
- ❑ Partnership for Children;
- ❑ Presumptive Eligibility for Pregnant Women;
- ❑ Presumptive Eligibility for Children;
- ❑ Qualified Medicare Beneficiary;
- ❑ Specified Low Income Medicare Beneficiary Qualified Individual;
- ❑ Breast and Cervical Cancer;
- ❑ Home and Community Based Waiver Programs; and
- ❑ Emergency Services for Aliens.

Some counties have developed their own automated programs to assist with the determination of eligibility for these programs. However, most counties continue to determine eligibility manually via paper forms. Detailed program requirements for all of the Medicaid programs can be found at <http://www.state.nj.us/humanservices/dmahs/manuals.html>.

## F.5.3 Relevant Software Initiatives

This section provides a brief description of core initiatives that are in various stages of development that are likely to impact CASS-related functionality.

### ACSES Reengineering

An effort is currently underway to improve the automation of child support enforcement functionality and to better integrate child support with other DHS programs. It is expected that CASS client registration and intake process will be integrated/interfaced with ACSES processing to support the on-line, real-time exchange of data for referrals and determinations of compliance. Significant interfacing will also occur between systems to exchange information such as but not limited to, status updates, demographic updates, grant amounts, and months of coverage.

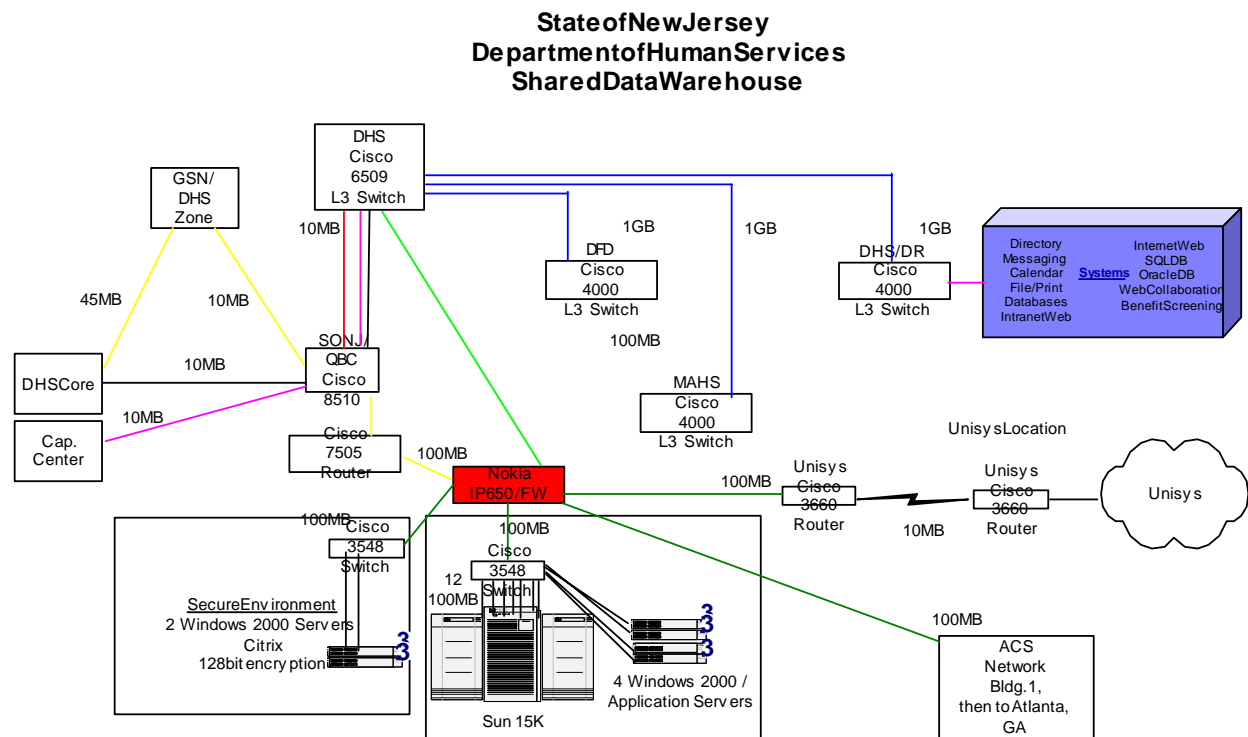




## Shared Data Warehouse (SDW)

The goal of the Shared Data Warehouse (SDW) effort is to provide a platform for the storing of historical data for analysis, reporting, and to provide flexible access to this data from a variety of desktop software applications. In general, the SDW requirements relate to a system that will house and provide access to data from systems including, but not limited to:

- ❑ New Jersey Medicaid Management Information System (NJMMIS), data for programs administered by DMAHS, such as Medicaid and those administered by DHSS, such as Pharmaceutical Assistance to the Aged and Disabled (PAAD), and Charity Care;
- ❑ FAMIS data for Temporary Assistance for Needy Families (TANF), Emergency Assistance (EA) and Food Stamps;
- ❑ On-line Management for Economic Goal Achievement System (OMEGA), data for the Family Development Program (FDP) which incorporates the Job Opportunities and Basic Skills Training (JOBS) program;
- ❑ Automated Child Support Enforcement System (ACSES), data for Child Support; and
- ❑ General Assistance (GA), data for the General Assistance Program.





## Universal Service Fund (USF)

The Universal Service Fund provides supplemental assistance to low income households for energy costs. Currently, the program automatically enrolls HEA and Lifeline recipients; a manual enrollment process is also envisioned. The system supports the calculation of the yearly utility energy costs and the percentage of income payments. USF participants will be required to pay no more than six percent of their annual income towards electric and gas bills (3 percent for electric and 3 percent for gas or 6 percent for all-electric heat customers). Credit to customers will be capped at \$1,800. The functionality in this system may eventually migrate into HEA.

## 60-month Tracking (“Clock”)

A separate database, currently under development, will be used by FAMIS and GAAS to track WFNJ TANF and GA benefit recipients and the number of months that persons have received time-limited assistance. This “clock” will be updated by the FAMIS and GAAS systems to reflect each month benefits have been issued. Additionally, automated processes will also be used to “buy back” months for which cash benefits have been issued. This automated process would compare child support and other funds that have been received against the grants to determine the number of months the clock or counter could be reduced.

## F.6 CURRENT EXTERNAL INTERFACES

The functionality that CASS is expected to provide in an integrated manner is currently provided by numerous DFD systems (as described in the previous section) as well as by manual processes. Although precise functional boundaries are still being refined, we may refer to these systems as “DFD Assistance Systems.” It should be noted that some current DFD/DYFS systems (such as ACSES and SACWIS) are not expected to be included as part of the CASS solution. However, CASS will need to interface to these other DFD/DYFS systems as well as continuing to support the interfaces that currently exist between the “DFD Assistance Systems” and external agencies, systems, and processes.

This section provides a high-level description of the existing interfaces between the “DFD Assistance Systems” (that is, that functionality that will be encompassed by CASS) and other systems/programs within DHS as well as interfaces with external (non-DHS) systems, agencies, or entities. More detailed (data and field) level analysis of these interfaces will need to be performed by the implementation vendor and is beyond the scope of this document. In addition, any interfaces between existing modules or systems within confines of the “DFD Assistance Systems” are not documented in this section, as they will be internal to the CASS solution and dependent upon the vendor’s proposed architecture.

Current interfaces include manual (i.e., paper-based with information keyed-in as necessary), cartridge tapes, and FTP (with some via Advantis secure file transfer) as well as



direct access to individual systems. CASS may support additional interfaces in the future. This “To Be” interface view is shown in Section H.5.

### **F.6.1 Federal Agencies**

DFD exchanges information with a variety of federal agencies to collect and provide employment and earnings information (such as with the Department of Labor’s Wage and Earned Income and Unemployment Insurance Benefits databases), education and training information (e.g., school attendance verification with the Department of Education), energy assistance data (with the Department of Energy), as well as for other outreach and emergency assistance programs (e.g., Housing and Urban Development. DFD also exchanges program data with the United States’ Department of Health and Human Services (DHHS).

DHS interfaces to other agencies and systems provide additional information for coordination of benefits, management of treasury offsets (including taxes), and exchange of demographic information, including interfaces with the SSA, IRS, FNS, DRS, and PARIS.

### **F.6.2 State and Local Agencies**

Additional earnings and asset information is exchanged with a variety of state agencies including the State Treasury (to offset state tax returns), the NJ Lottery (for offsets against winnings), and the State Data Exchange (SDX) (data on SSI benefits). DFD also exchanges information with the Department of Health and Senior Services and Department of Community Affairs for purposes such as outreach and emergency assistance programs.

### **F.6.3 Public and Private Third Parties**

Numerous other non-government entities are involved with providing, coordinating, and tracking benefits and need to exchange information with DFD. Among these are banks used by county welfare and child care agencies, and service providers such as child care agencies, utility companies (for direct benefit transfers and verification of accounts), hospitals (Medicaid eligibility for those hospitals participating in the Blue Cross Network), Managed Care Organizations (MCOs), and the Health Benefit Coordinator (currently MAXIMUS). Electronic benefit and fund transfer information is exchanged on a daily basis with eFunds and credit bureaus (e.g., Equifax, Experian, and TransUnion) are checked regarding former clients against whom there is a civil judgment.



#### **F.6.4 Other DHS Systems and Services**

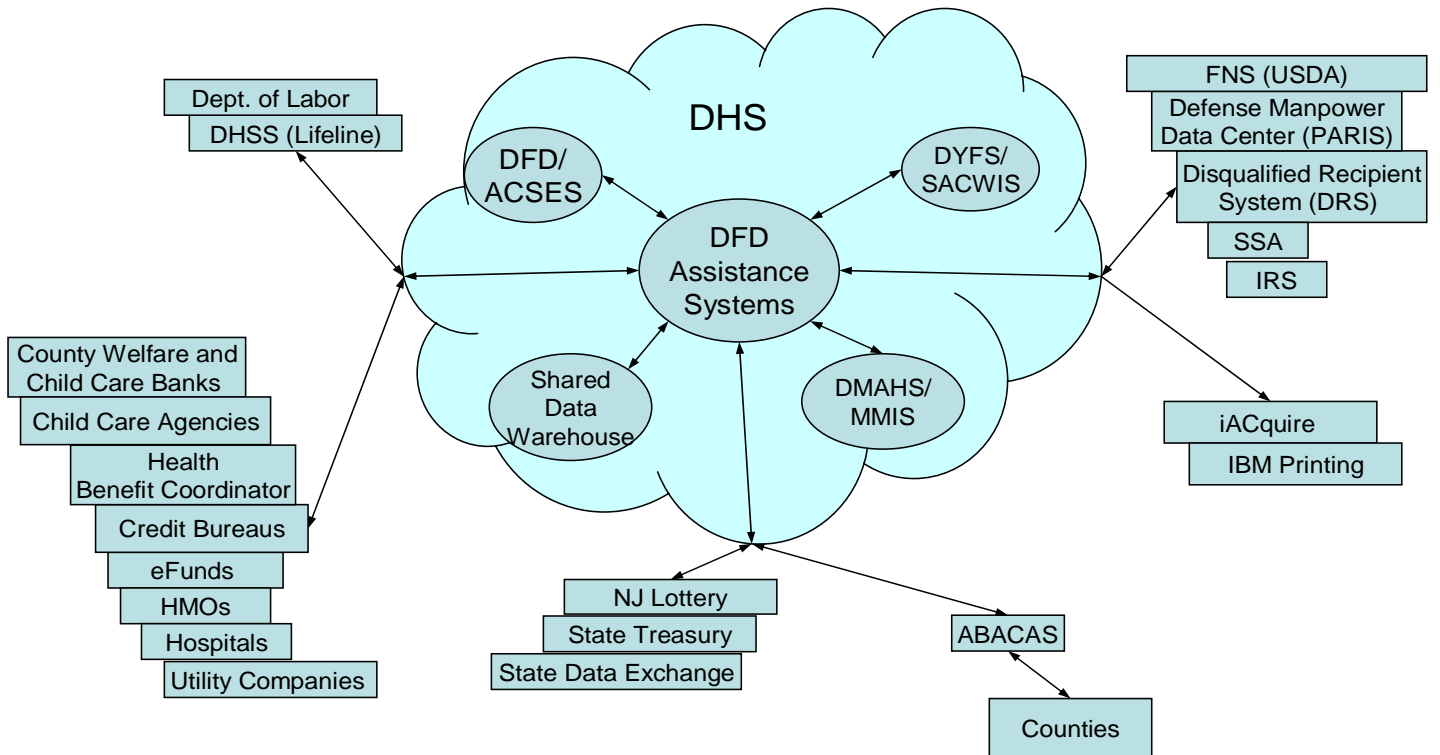
CASS functionality does not encompass all DHS programs and services. Thus, CASS must interface to other remaining systems and services within DHS. Interfaces with ACSES are needed to coordinate child support with other benefits (including general inquiries as well as specific information such as absent parent insurance information for children receiving medical assistance). CASS and DYFS need to coordinate information maintained on benefits provided by both systems.

For Medicaid, the current expectation is that eligibility determinations and related processes (for example, managed care, presumptive eligibility) will occur within the CASS framework. In this scenario, CASS will need to communicate with the rest of the Medicaid management functionality (that is, MES and/or MMIS) in a seamless fashion.

The recently developed Shared Data Warehouse will need to receive feeds (i.e., snapshots) of CASS on a regular basis for all cases. Finally, where services such as printing of reports, labels, checks, Medicaid cards, etc. are provided by DHS-CO OIS, CASS will need to interface with existing reporting and printing capabilities (currently iACquire reporting and IBM printing services) on a scheduled and as-needed basis.



## CURRENT "DFD ASSISTANCE SYSTEMS" EXTERNAL INTERFACES





## **G. CURRENT “AS IS” FUNCTIONAL ENVIRONMENT**

Application for assistance and/or services from programs that will be incorporated into the CASS system can be made at a number of offices including County Welfare Offices, local municipalities, and outreach offices located in locations such as local hospitals. Applications can also be requested via the phone or submitted by mail.

While each office has the flexibility to implement procedures that work best in that locality, there are many similarities in the processes that are used to:

- Register a case;
- Complete the intake processes;
- Determine eligibility;
- Generate notices;
- Issue payments;
- Issue other benefits;
- Generate reports;
- Process sanctions, disqualifications, overpayments, and underpayments;
- Process hearing and appeals; and
- Perform quality control.

The current functional environment is supported by a number of manual and automated processes developed at the State and County levels over the years to support the administration of the programs. These processes support any office structure such as use of generic or specialized users for specific functions and/or processing specific programs.

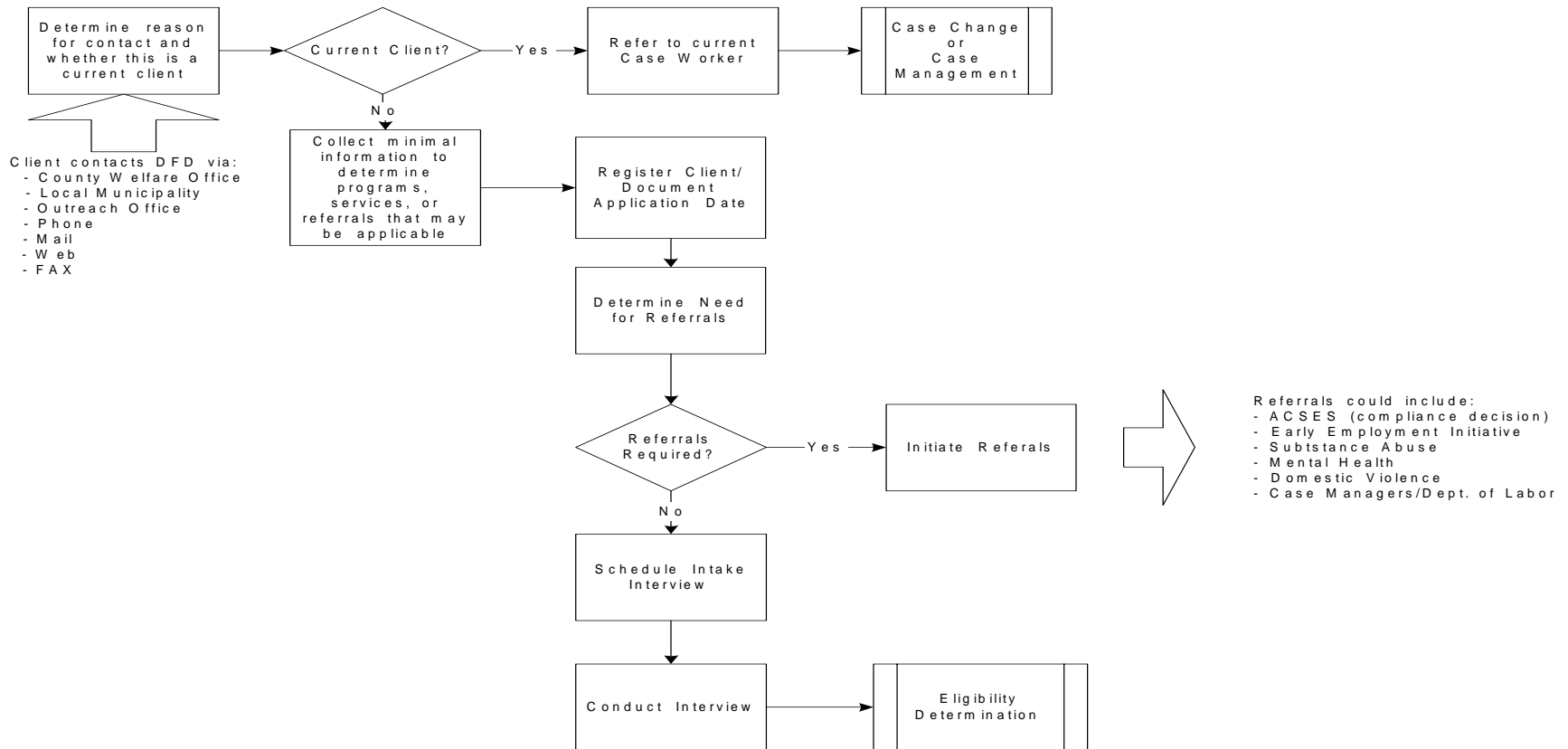
This section discusses the functional processes, as they exist today for New Jersey’s Division of Family Development. These descriptions are based upon documentation provided by the State and information gathered during our work sessions with representatives from the counties and State agencies. The existing automated systems and interfaces are shown in Section F.6.

### **G.1 CLIENT REGISTRATION**

Based upon information provided by those attending the work sessions on client registration, MAXIMUS developed a process flow that identifies the standard processes currently used by offices to complete client registration and intake for a client. The “Client Registration and Intake” As-Is Process Flow provides a high-level view of those processes.



## Client Registration and Intake





When a client contacts the office in-person or by phone for any program, a person in the office determines the reason for the contact. If the reason for contact is for services offered by another office or agency, the client is referred to the agency and no further action is necessary. If the person has a current case with the county and the issue is related to that case, the client is referred to the existing caseworker or case manager for assistance. Contact with this client would be recorded as part of the existing case narratives or demonstrated via case action that is taken on a specific case by the caseworker or case manager.

If the client is not a current recipient, the client is registered and their immediate needs assessed by an assigned worker. In some counties, staff specifically assigned to an intake unit performs the client registration and intake processes. In other offices, staff perform this function on a rotating basis or as a part of the full caseworker responsibilities. Assignment of the case to a specific worker can be based on a variety of methods including, but not limited to, the use of a rotation list, alphabetical by last name, program type, or address.

If an application is requested by telephone, staff will send pre-printed applications to the clients for completion. Once a signed application is received in the local office, the assigned intake worker would, in most instances, contact the client and clarify information in the application. The clearance and intake process would be similar for that completed for a client contacting the office in person. The Food Stamp program requires a face-to-face interview prior to processing the application.

To perform clearance or registration functions, assigned staff determines if the client has received assistance in the past. This process involves inquiry of the FAMIS, GAAS, or other systems, to determine if there is existing information for the client. In today's environment, the ability to accurately screen a client and/or family is greatly limited. This limitation is due to the fact that there is no current common client registry that allows a user to search for an individual across all systems or programs. Secondly, the existing FAMIS system limits the criteria that can be used for client searches and only maintains a limited history for past clients. Finally, cases transferred between counties are closed prior to the transfer and reopened in the new county using an entirely new case number that is unique to that county. There can be a 30- to 60-day transition period while all related cases are transferred to the new county. For General Assistance, an existing case number could be used across counties. The client identifiers also change, as this number is usually the county case number plus alpha suffixes identifying the person's role within the case. The GAAS system assigns a systemic case identifier that is always associated with that case. However, some counties also assign a FAMIS case number to the General Assistance case for filing purposes.

Once cleared and the assigned worker has identified the programs the client is applying for, a minimum amount of data is captured to allow the worker to make a determination of potential eligibility based upon minimal technical and financial data available and immediate needs identified by the client and caseworker. Staff may also determine if the client is eligible





for transitional services as a result of previous closure of a case for specific reasons such as obtaining employment. The client is asked to sign an application very early in the contact to ensure the client's filing date for assistance is protected. Some counties have implemented the use of electronically captured signatures where the client signs a pad where the signature is then electronically stored.

To support the intake process for some programs, the state has implemented a Universal Application Process (UAP) that provides some automation for collection of the necessary data for eligibility determination and passing this information to the legacy FAMIS system processing. Data is edited online during the entry of the data into the UAP or within FAMIS, and then re-edited when processed in batch by the FAMIS system. The GAAS system provides on-line, real-time support for the collection of data for WFNJ – General Assistance in almost all of the counties. There continues to be some programs, such as adult related Medicaid programs, where an application for assistance must be captured via paper.

Once potential eligibility is established, the caseworker may refer the potential TANF, General Assistance, or Medicaid clients to Child Support staff located in the county for a determination of compliance with child support and paternity actions. Other referrals may also be appropriate (for example, work activities) depending upon the potential program. In some counties, an intake interview will be scheduled for another day based upon the client's circumstances identified as part of the potential eligibility determination. In other counties, staff may proceed with the intake interview and capture all the data necessary to fully determine eligibility.

If at any point in the application process a worker determines that domestic violence may potentially exist, all intake and eligibility determination processes stop and the case is referred to a domestic violence unit. The domestic violence unit will then make a determination if there is a domestic violence situation. This determination may impact how the case is processed or the level of access specific workers will have for update and/or inquiry.

For all appropriate cases, staff also refers the client to a specialized child support worker within the office for a compliance determination and collection of the child support referral data. Some counties have adopted a process for scheduling a child support interview with a Child Support worker immediately before the follow-up interview for assistance is conducted. In other counties, staff may make the referrals but continue to complete the full interview process. In these situations, final processing of the application cannot occur until cooperation information is received from the Child Support staff.

Referrals that may be identified during the intake process are usually made using pre-printed referral forms that are given to the client or forwarded to staff or agencies that will work with the client. In many instances, tracking and monitoring the response to the referral is a manual process.



The interview following the determination of potential eligibility and appropriate referrals, gathers case and person data in much greater detail than originally captured for the potential eligibility determination. The client is asked to verify specific information based upon program rules. During this interview, the initial determinations regarding the assistance unit members and potential eligibility for programs may change based upon the more detailed and verified information provided by the client.

Where the intake process is not supported by on-line screens, some counties have developed software programs called “calculators” that will take raw data and convert the amounts to monthly amounts that must be entered into the systems for processing or used to calculate benefits. During the intake process, caseworkers and clients will also complete an Individual Responsibility Plan (IRP) for WFNJ related cases. This plan is passed to the case manager and continues to be updated during the case management process.

Supporting documentation or verification provided by the client during the intake process is copied and maintained in the case record. Some counties have implemented document-imaging processes to reduce the amount of paper that is stored in the case files.

## **G.2 ELIGIBILITY DETERMINATION**

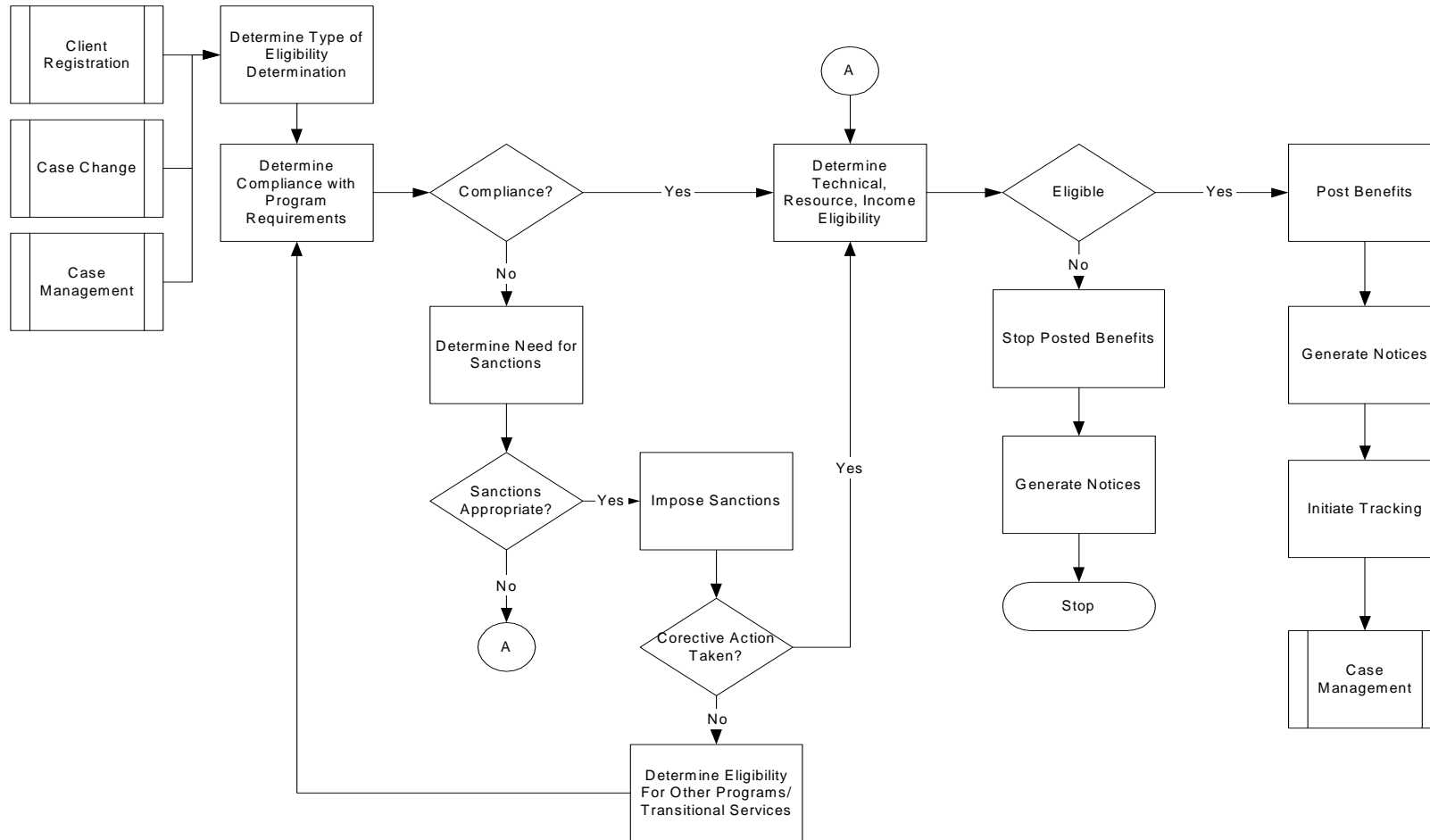
The “Eligibility Determination” As-Is Process Flow G.1) on the following page includes the standard high-level processes used to determine eligibility for programs administered by DFD and DMAHS. That process flow was developed using information provided by the attendees at the two eligibility determination work sessions and is described further in this section.

DFD systems are the primary systems used by the caseworkers to determine eligibility for cash assistance, food stamps, Medicaid, and supportive services (including child care and transportation) Caseworkers have responsibility for verifying data, as required, prior to entry of the data into the systems.

While these systems have the ability to determine eligibility for current or ongoing months, the ability to determine eligibility for prior months (for example, case action is in month following month of application, retroactive Medicaid) the worker must determine eligibility outside the system and enter issuance data manually into the systems. Current systems provide automated processes that support automatically determining potential eligibility. Eligibility for retroactive months, prior months require worker intervention for some systems.



## Eligibility Determination





When Medicaid eligibility in one program is denied or closed, caseworkers must remember to determine eligibility in other programs for the case or individual members. The FAMIS system does not have the ability to determine eligibility for Medicaid using a “waterfall” approach. For example, if a case or member is found ineligible for some categories of assistance, eligibility in other categories of assistance are not automatically explored by an automated system.

Some existing programs (for example, WFNJ – Cash Assistance, WFNJ – General Assistance, Emergency Assistance) are time-limited with lifetime maximums. The existing systems provide a counter (i.e., clock) for the number of months that benefits have been received.

The eligibility process in FAMIS and GAAS establishes benefit/issuance records to be used in the issuance process or passed to the Electronic Benefit Transfer system. Medical cards are issued by FAMIS with an eligibility file passed to the Medicaid Eligibility System for those Medicaid cases that are processed through FAMIS. CARES and Omega will issue a child care voucher. Childcare providers then submit bills for payment.

### **G.3 INTERIM CHANGES TO CASES**

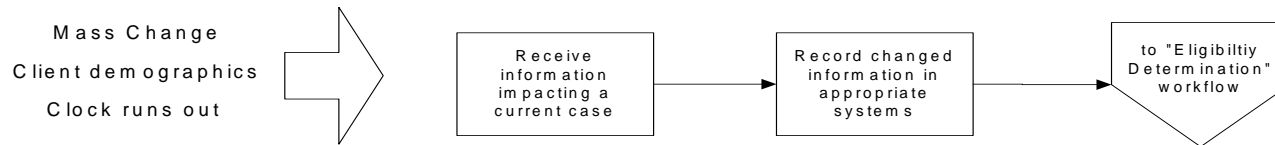
For all active cases or those receiving transitional services, eligibility workers are responsible for modifying case or member data and re-determining eligibility. These changes may be reported from any source. Staff reviews the change, determine what impact, if any, the change has, and then updates the appropriate systems to reflect the changed information. Where changes are reported via mail, some counties have developed processes to log the receipt of the change and track timeframes to ensure actions are taken timely. Otherwise, there is no automated tracking process for when changes were reported. Once changed data is entered, the eligibility determination process is used to recalculate eligibility and/or benefits, and create issuance records and appropriate client notices.

The flow for this process, as well as for the following Case Management process, is shown in the “Case Change / Case Management” workflow.

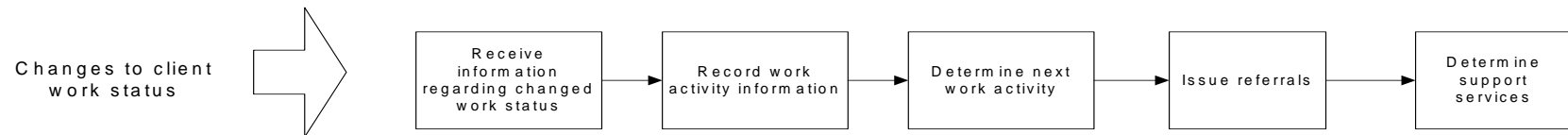


## Case Change / Case Management

### Case Change



### Case Management





## **G.4 CASE MANAGEMENT**

Case management involves the ongoing management of mandatory work related activities, related supports, and for transitional services.

Designated workers in the counties are responsible for managing the work activities or coordinating supportive services for the appropriate cases or members. Staff from the Department of Labor may also provide assistance. The system primarily used for this process is OMEGA. However, the GAAS and CARES system are also used to issue vouchers and/or payments for various services. GAAS also includes modules that can be used for tracking purposes.

Case Managers must perform a variety of tasks including home visits, referring clients for work assessments or special initiatives such as substance abuse, counseling, alternative work experience, or mental health services. Case Managers can determine if a client should be deferred or is exempt from specific activity. Case Managers also identify possible sanctions when the client fails to cooperate with requirements and authorization of supportive payments. Those cases are passed to Income Maintenance staff for the imposition of sanctions if appropriate.

Case Managers send and receive paper documents that must be tracked and maintained for historical purposes. Payments authorized from OMEGA are issued during the batch processes and forwarded to the counties for issuance. Payments from GAAS can be produced locally in the counties.

Most case managers carry a caseload with the cases assigned and tracked manually.

Unified Child Care Agencies (UCCA's) provide support for non-subsidized families needing child care under the New Jersey Child Care for Kids (NJCK) program. These agencies have responsibility for determining eligibility and producing vouchers for a client's use in finding child care. UCCA's will also assist the client in finding reliable child care by identifying available resources. For each NJCK client, the vendors will submit bills to the UCCA agency for payment identifying the number of days a child was in attendance. Based upon this information, staff will authorize prospective payment for the next month. CARES is used to support this process and determine eligibility annually.

## **G.5 DISBURSEMENTS**

Payment for the various programs can be disbursed in a number of ways, as shown in the workflow below. Benefits are issued as follows:



- ❑ TANF, General Assistance, and Food Stamp: Benefits are issued by the FAMIS and GAAS systems that generate an issuance file that is forwarded to the EBT system for processing on a daily and monthly basis;
- ❑ AFDC Medicaid: Benefits are issued by FAMIS in the form of printed medical cards that are mailed to the recipients on a daily and monthly basis. If an immediate card is needed, local offices have access to a template that can be used to create a temporary medical card. Other Medicaid benefits are issued using the Medicaid Eligibility System (MES) used by DMAHS;
- ❑ Child Care: Benefits are authorized from CARES or Omega using a two-step process. First, a voucher is issued which is then submitted by the child care provider for payment through EFT or by check. Child care benefits are authorized prospectively from CARES and retrospectively from Omega.
- ❑ Supportive Payment: These benefits or payments are issued through the GAAS or OMEGA systems in the form of a check to a recipient or vendor. For some vendor payments, checks may be written at the county level for payment.

There are a number of checking accounts from which local agencies may issue checks based upon the program and/or services being received or paid for. For each account, the Fiscal staff have a responsibility for tracking payments from those accounts and reconciling the balances on a periodic basis.

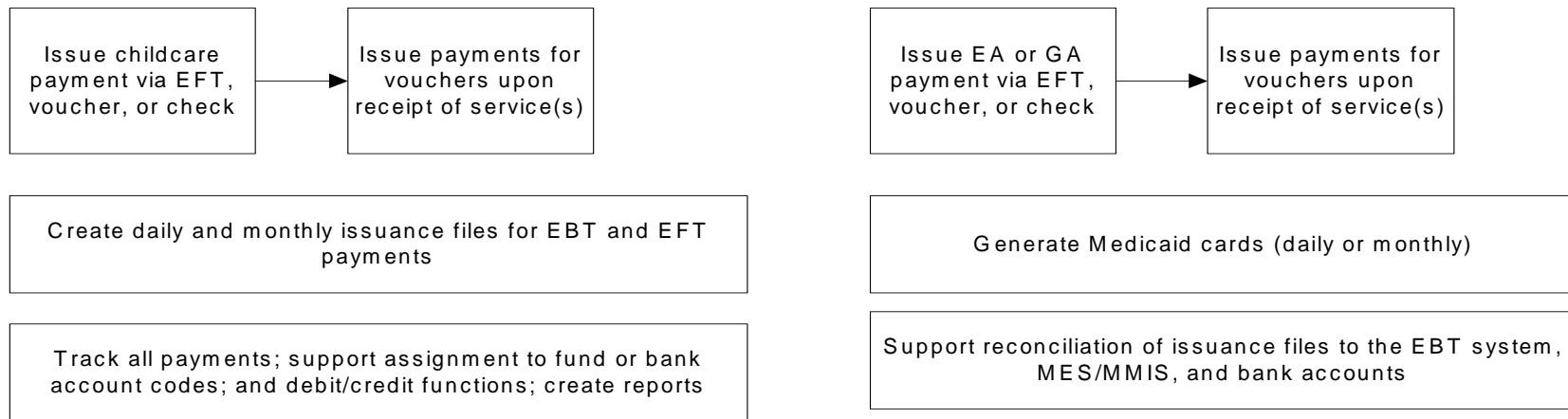
Local agencies must produce a number of standard fiscal reports/forms that must be created using data from a number of systems and/or manual files maintained by the local agencies. These report packets are forwarded to the supervising agency where they are then re-entered to produce the state reports. Much of the data maintained at the state level is maintained in Excel spreadsheets. There is no centralized or common backend that supports program and financial reporting.

Presently, financial data is being systematically maintained for a limited time, which constrains historical reporting. The reporting process is supported by ad hoc systems and processes to provide the necessary data. Programmer assistance is needed to obtain the information through ad hoc reports.

The flow for the Disbursement process is shown in the “Case Change / Case Management” workflow



## Disbursements







## G.6 DISQUALIFICATION/OVERPAYMENTS

Just as in other processes, counties differ in how staffs are assigned to process disqualifications and overpayments. Some counties have established specialized units that are solely responsible for completing investigations, imposing disqualifications, calculating overpayments or underpayments, recoupment or recovery of the overpayment, and fiscal management of the claims. Other counties may have line caseworkers complete the investigation, impose disqualifications, calculate the overpayment or underpayment, while other staff are tasked with the fiscal management of the process including creation of legal documents needed to request garnishments of wages or other actions. An overview of these processes appears below.

When a potential disqualification or overpayment is identified, staff identifies the existence of the situation. Where counties have specialized staff, a referral form including supporting documentation is forwarded to staff for investigation. Designated staff then has a specified period to complete the investigation and determine appropriate action. For example, for a FS potential claim, staff have until the end of the quarter following the quarter the potential claim was identified.

If a disqualification or overpayment is identified, appropriate notices are created and sent to the client. For overpayments, the worker will send a demand letter asking the client to repay the overpayment. The client is asked to complete a repayment agreement, which is then maintained on file. If recoupment is chosen, the worker enters the percentage and balance of the overpayment to be recouped from the monthly cash assistance or food stamp allotment into the FAMIS system. The client may also elect to pay in one lump sum or pay in periodic payments if no longer receiving assistance. When paid outside of recoupment, the county will produce receipts for payments made in persons or by check and give or send the receipt to the client.

Several counties have chosen to use a software product, Abacus, to assist with the calculation of overpayments and the fiscal management of the payments and balances. This system does not support automatic tracking alerts and most counties have established a manual tracking process to ensure claims are processed, tracked, and appropriate actions are taken. Abacus has the ability to produce notices that are then sent to the client as needed.

When legal action is required, county staff will forward information to the local prosecuting attorney, district attorney, or legal resource. Staff does not routinely monitor the outcome of such cases until information is received back for the attorney's or other resource.

There are also times when staff may have collections that are not linked to a specific cast. This is usually in situations where payment has been made to a vendor and there is a need to recover dollars from future payments.



On a daily basis for the Treasury Offset Program (TOP) and two times a year for the State Offset of Income Liability (SOIL), counties create files of all cases/members with overpayments meeting specific program requirements. The files from all counties are merged at the central office level. On a periodic basis, certain overpayment cases are selected for submission to the federal government or to state government to determine if a tax refund or other payment is due the client. If so, the value of the overpayment at the current time can be reduced by the amount of the tax refund or other payment available. County staff is asked to prepare cards on each case selected for offset to ensure the current balance of the claim. For the tax offset programs, counties are provided reports, which are then used to update the overpayment accounts. For SOIL, a report is forwarded to the users but updates to the database are not conducted until actual funds are received at the county level. Fiscal activities for these cases are done in ABACUS or other local systems.

The Disqualification/Overpayments are shown graphically on the next page.

## **G.7 HEARINGS AND APPEALS**

The Hearing and Appeal Process Flow displays the processes followed by staff when processing requests for hearing and appeals. Specific tasks are described further in this section.

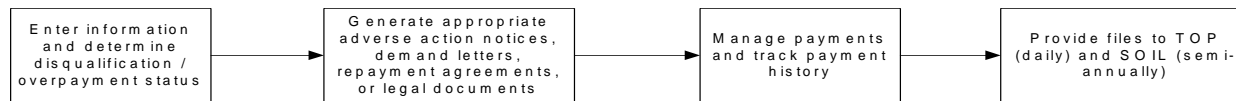
The current Hearings and Appeals process starts when a notice of adverse action is sent to a client. If a client does not elect to appeal, benefits are terminated, suspended, or reduced and the process ends. If a client chooses to appeal, the client may request a hearing via Legal Services, Bureau of Administrative Review and Appeal (BARA), or County/Municipal agencies.

BARA can receive the request for a hearing/appeal directly or it could be faxed to BARA for processing from another agency. When BARA receives a request for hearing or appeal, it is recorded in the BARA system and then faxed or phoned to the appropriate County or Municipal Agency for a response. The County/Municipal Agency can submit supplemental information as needed to support a review of the circumstances. After BARA and the county have reviewed all information and resolved any issues, BARA determines if a hearing is still required. If not, disposition letters are forwarded to the client, county, and legal services, as appropriate.

When a hearing is still required after BARA and the county has tried to resolve the issues, BARA faxes the hearing requests to the Office of Administrative Law (OAL) within prescribed timeframes and determines if resolution of the issue is an emergency hearing. BARA may also determine if the issue can be resolved by an administrative review. The County or Municipal office may also need to continue benefits if the request is submitted timely.

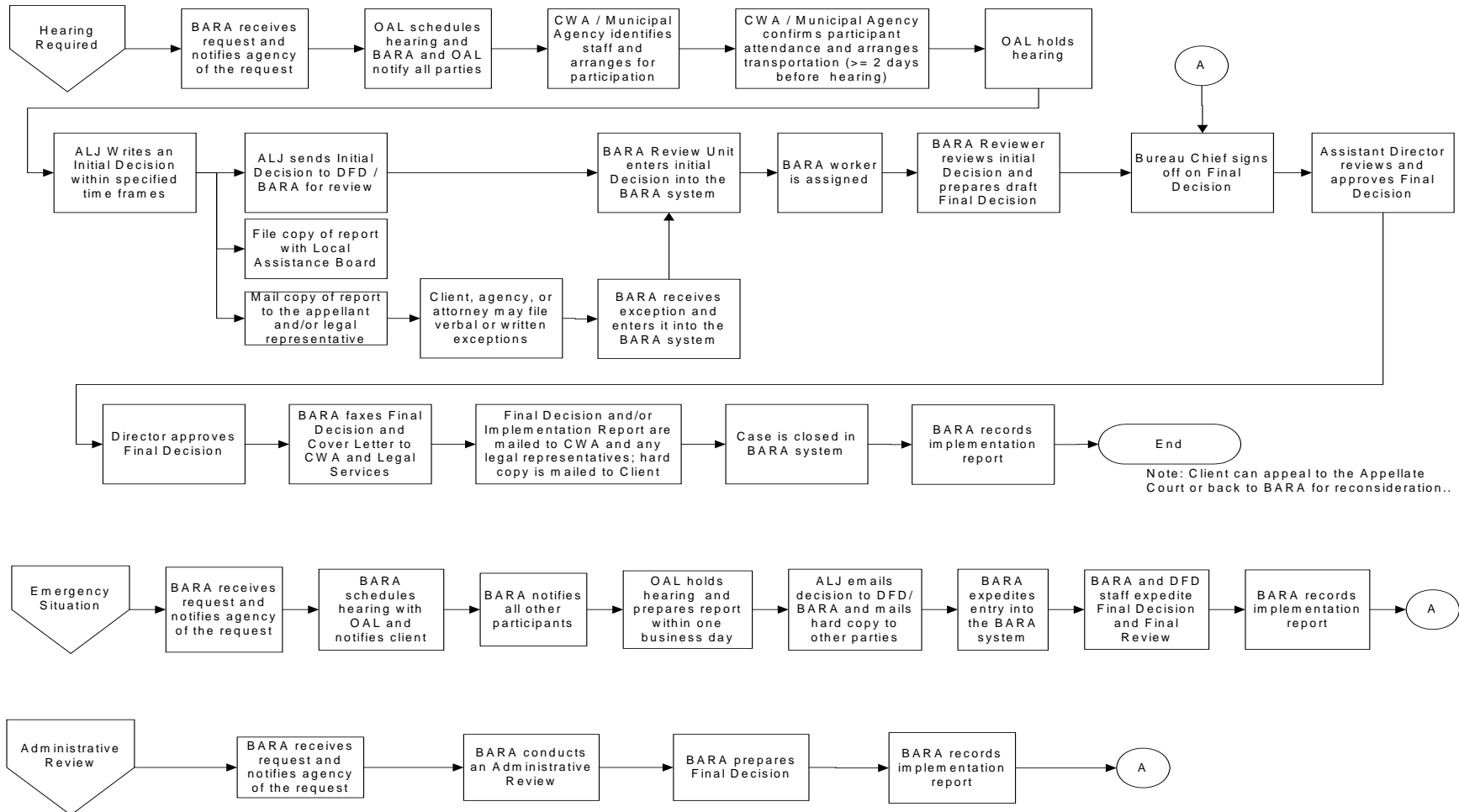


## Disqualifications/Overpayments





## Hearing and Appeal Process Flow





In all cases, the scheduling of all hearings and the OAL initial decision are entered into the BARA system. All OAL initial decisions require a review by the Bureau Chief, Assistant Director, and Director. If the issue can be resolved via an Administrative Review, BARA conducts the review. It then prepares a final decision and submits the decision for approval by the appropriate DFD Bureau Chief(s), Assistant Director, and Director. All decisions carry the signature of the Director or designee.

When a hearing is held, OAL or BARA notifies all parties. The County or Municipal Agency arranges transportation for the client, if appropriate. After the hearing is held, the Administrative Law Judge will prepare an initial decision and a copy of the decision is forward to DFD, the Local Assistance Boards, and the Client or legal representative. Any of these parties may file an exception to the decision, which is then reviewed and incorporated into the draft final decision and as appropriate, by the assigned BARA worker. The draft final decision is forwarded to the appropriate DFD Bureau Chief(s), Assistant Director, and Director for approval prior to sending the final decision to all parties. The case is then closed in the BARA system. The client may appeal decisions to the Appellate Court or back to BARA for reconsideration.

## **G.8 NOTICES**

When possible, notices are generated from the various systems used by the State and Counties to administer the many programs available. Other notices are being generated manually to ensure compliance with existing court orders (for example, Meyer vs. DHS; Ortiz vs. Waldman). Where automated, the notices are comprised of pre-established formatted text and uses data from the system to populate appropriate fields. For adverse action notices, the text used to explain the reason for an action follows exact language from the policy or regulations and is not very client friendly. In many instances, the reason used is the first event discovered by the system and does not address all issues that might exist. The notices also do not allow free-form text. Notices can be printed at the local and central office locations at the Hub depending upon the type of notice being generated, however, the various systems do not keep a history of when the notices were generated, created, and/or mailed. Notices printed at the central office level are also forwarded to the counties, where workers must review and sign the notices before the notices are mailed.

There are also a number of pre-printed notices and/or forms that are completed at the local office level manually and then mailed to the client.

## **G.9 QUALITY CONTROL**

The Quality Control function begins with a process to set the criteria that is used to select the sample of Food Stamp cases for review. The process involves obtaining an estimate of the Food Stamp caseload, applying federal standards for the number of reviews that must be performed annually, and determining the number of monthly reviews that must be completed



monthly. To ensure enough cases are selected, the criteria are adjusted to ensure over-sampling of the Food Stamp cases.

Once the sample selection criteria is established, the Office of Information Technology (DHS-CO OIS) is asked to identify the cases that meet the sample selection criteria. DHS-CO OIS creates a listing of the cases in hardcopy, produces mailing labels, sends electronic files via E-mail for use in updating a Paradox database used by the Quality Control staff for data collection and reporting purposes, and also downloads data to iACquire. A text file in Excel is also created as a part of the download to Paradox.

With the completion of the sample selection, a mail merge is performed where a document review schedule is performed. A person in central office manually assigns the cases to supervisors. The review schedule is then printed again and forwarded to the supervisors who are located throughout the State. Supervisors are then responsible for assigning specific cases to Quality Control reviewers who are responsible for conducting reviews of the cases in the local offices, performing inquiries of systems or other data to identify potential sources of income or resources such as wage records, SSI and Social Security information, review FAMIS budget determinations by month, and perform home visits.

Notices are mailed to local offices to provide lead-time, based upon number of reviews, to prepare the cases for review. The local offices are responsible for notifying the QC reviewer of the dates available for review. Throughout the review process, the reviewer completes a review worksheet with data found during the review process. The reviewer then uses the work sheets to develop a conclusion regarding the accuracy of the Food Stamp case. The findings are forwarded to central office where statistics are entered into the Paradox database.

Counties are notified of the findings by the reviewer and have five days to agree or contest the findings. The county then has ten days to present their reasons for disagreeing with the reviewer's decisions. The QC reviewer then makes a final decision regarding the findings and forwards it to central office where the decision is recorded. If a case is in error, the Food Stamp unit is responsible for ensuring the corrections are made to the case. All findings also go through a Management Evaluation Review process before becoming final.

Using the data in the Paradox database, staff then creates reports that must be sent Food and Nutrition Services (FNS), National Integrated Quality Control System (NIQCS), and the State.



## **H. FUTURE "TO BE" TECHNICAL ENVIRONMENT**

While there are no specific plans for any radical overhaul of the current DHS-CO OIS or DHS/DFD computing environments, several indicators and guidelines may influence and impact any CASS technical environment. Such influences include state goals and objectives for changes in the computing environment as well as implementation decisions made for related system efforts (such as the development of a SACWIS support system). This section examines the implications of those changes for any future computing platforms, data communication networks, or software system architectures.

### **H.1 COMPATIBILITY CONSIDERATIONS**

CASS will not function in isolation: it will be an integral part of a rich and rapidly changing environment. Other systems, both those offering support to related service programs and those providing cross-program functionality at the Department or State levels, must be considered in the design and implementation of any CASS solution.

#### **H.1.1 Other DHS Program Support Systems**

Several parallel but inter-related support system re-engineering efforts are currently underway within DHS that will, to greater or lesser degrees, influence the design, architecture, functionality, interfaces, platform, and communications aspects of the CASS implementation. Two key efforts outside of the CASS scope but within the CASS sphere of influence are SACWIS (for Child Welfare) and ACSES (for Child Support). Because both efforts are in their nascent stages, it is not possible to determine the impact on CASS of all of the functional and technical ramifications of the design and implementation decisions that will be made as these implementations get underway. It is essential, therefore, for any CASS implementation vendor to give due consideration to those efforts on an on-going basis.

From a high-level functional perspective, it would be greatly beneficial if functionalities common across programs (such as eligibility determination, reporting, etc.) were not replicated unnecessarily in multiple systems. However, no enterprise-wide, cross-program architecture has yet been developed. Thus, the onus is on each of the program support system design and development teams to identify potential areas of integration and to leverage functionality being developed in other systems, where possible. Because these boundaries have not been sharply defined (to date), the set of applications described in Section F.9.6 can serve only as a rough guideline to eventual CASS functionality. Existing system functionality may be split, with some logically falling within CASS's purview (such as the Eligibility Determination functionality for Medicaid) while other portions of current systems remaining outside of CASS's scope (such as the claims processing functionality for Medicaid).



## **H.1.2 Cross-Program Initiatives**

Several programs (such as the Data Warehouse and the Active Client Index) are underway within DHS-CO OIS that must be taken into account in designing a CASS solution. Where appropriate, functionality provided by these initiatives should not be replicated within CASS and appropriate data and application interfaces must be developed.

## **H.2 COMPUTING PLATFORMS**

As described in Section F.1, many core DFD support applications are currently hosted in a Bull mainframe environment. One major goal of the CASS and related initiatives is to migrate off the currently highly proprietary platform and environment onto more open hardware and software platforms.

### **H.2.1 Acceptability of Alternative Computing Platforms**

Given the stated objective of moving from a proprietary hardware and operating system environment, the CASS system is not constrained to run in the same environment as those applications it would be replacing. Any platform providing the necessary functional capabilities, reliability and security, and performance and supporting standard operating environments, including but not limited to MS Windows, AIX, LINUX, or Solaris, would be viable options.

Because hardware platform selections for other Departmental programs (such as SACWIS and ACSES) may occur before or concurrently with CASS vendor / solution selection, due consideration must be given to the hardware decisions made by those other projects. Where feasible, selecting a CASS solution that can be hosted on the same (or same type of) equipment may have a beneficial economic impact in terms of the reduced overall cost of pooled computing resources and/or reduced maintenance and support costs if the computing systems are provided by the same vendor.

## **H.3 NETWORK CONSIDERATIONS**

As described in Section F.6, the DHS/DFD network is continuing to evolve toward a redundant, secure set of partitioned interconnected zones, supporting multiple networking protocols. The CASS system will need to be able to communicate with other applications and databases within the DHS LANs and WANs as well as with external agencies, applications, and databases via the Internet.





## H.4 CASS SOFTWARE ARCHITECTURE CONSTRAINTS

In addition to fulfilling the functional requirements described elsewhere in this document, any proposed CASS solution must be interoperable with other county, state, and federal systems and fit into the Department of Human Services IT Architecture. (See Section F.2)

Based on current DHS-CO OIS standards, industry directions, and anticipated design considerations gleaned from the ACSES and SACWIS proposals, the following attributes are likely to be key to successful CASS implementation:

- ❑ Compliance with Open Architecture standards, including an open, standards-based set of application program interfaces (APIs)
- ❑ An n-tiered architecture (e.g., separate layers for client, presentation, application, data, etc.) to provide greater flexibility and scalability
- ❑ Able to run under modern, non-proprietary OS environments (e.g., Unix, Windows 2000/XP)
- ❑ Provide a web-based interface able to function with Internet Explorer
- ❑ Developed using industry-standard tools (e.g., Java, J2EE, XML, .NET, etc.)
- ❑ Utilize Oracle 9i as a database or better
- ❑ Provide common, technical services (e.g., security, messaging, error handling, logging, etc.) as per industry best practices
- ❑ Support centralized, easily accessible and maintainable business logic
- ❑ Be developed on a standards-based technical architecture or framework

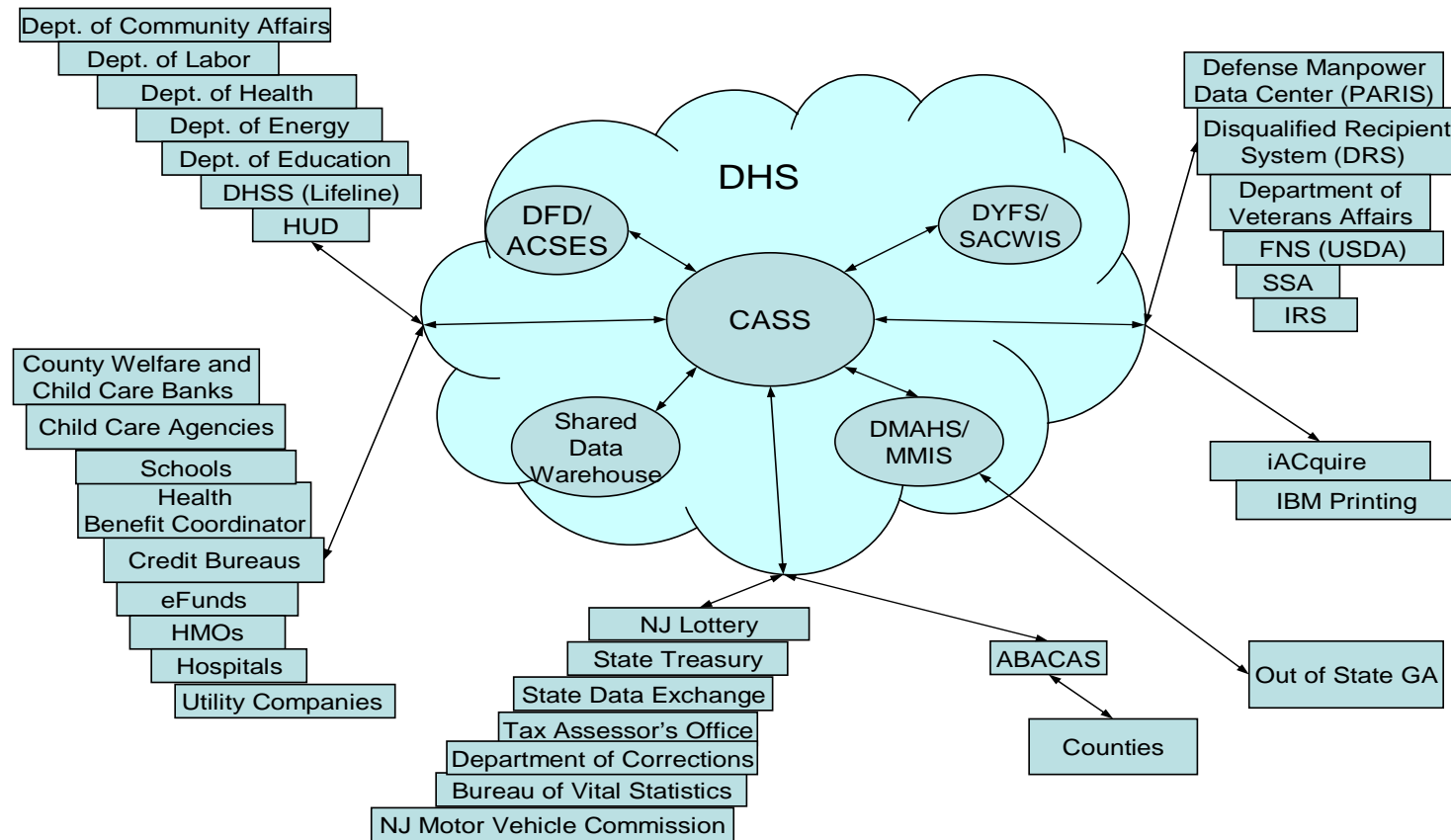
## H.5 CASS EXTERNAL INTERFACES

CASS must support all of the external interfaces that currently exist between the DFD Assistance systems and outside agencies and systems and interfaces to other DHS systems and processes. (See Section F.6.) CASS must also support interfaces between local agencies and banking institutions via FTP or disk for reconciliation purposes. In addition, CASS is expected to provide additional automated (electronic) interfaces as shown below.

Many of the additional interfaces would improve the effectiveness and efficiency of DFD's outreach programs (such as better information with schools, the Bureau of Veterans Affairs, and the Department of Corrections) as well as improving the accuracy of eligibility determination and benefit distribution and monitoring (such as the exchanges with the Motor Vehicle Commission (for vehicle ownership information) and the Tax Assessor's Office (for real and personal property))



### POTENTIAL CASS EXTERNAL INTERFACES





## I. FUTURE "TO BE" FUNCTIONAL ENVIRONMENT

In this section, MAXIMUS provides a high-level overview of the Functional “To-Be” requirements for the Consolidated Assistance and Support System. Detailed requirements reviewed and developed during work sessions with State and County representatives are included in Appendix C: Requirements.

In developing these “To-Be” requirements, there were several major goals and objectives that had been previously identified at various levels within the Department of Human Services, which guided the formation of the requirements. Of specific importance for development of functional requirements was the Department’s wish to:

- ❑ Integrate existing systems and processes to the extent possible;
- ❑ Develop a system that is client-centered;
- ❑ Provide better linking of case and member data across counties and systems;
- ❑ Eliminate the redundant keying and storage of the same information about an individual;
- ❑ Capture and retain more data for cases/members over time to support better services to the client and enhanced reporting needs at the state and county levels;
- ❑ Enhance disbursement processing, financial reporting, and reconciliation between systems and accounting systems;
- ❑ Provide a common front-end and client registration process across all Division of Family Development programs;
- ❑ Standardize the eligibility determination and calculation processes;
- ❑ Enhance document management processes for creation and storage of notices and other documents; and
- ❑ Support any office structure that may have a difference in how staff is used for specific functions (for example, generic versus specialized staff or units).

### I.1 PROGRAMS INCLUDED IN CASS

For each program included in CASS, the system must have the capability to capture appropriate case and member data, determine eligibility, generate notices and referrals, establish appropriate alerts and ticklers for necessary action, and generate appropriate benefits. These functions must be performed for new applications, redeterminations, case changes, and/or re-applications. CASS must support the following DHS programs:

- ❑ Work First New Jersey – TANF
- ❑ Work First New Jersey – General Assistance
- ❑ Food Stamps
- ❑ Low Income Home Energy Assistance
- ❑ Emergency Assistance



- ❑ Universal Services Fund
- ❑ Social Services for the Homeless
- ❑ Child Care
- ❑ Refugee and Asylee Assistance
- ❑ Repatriation Assistance
- ❑ Transitional Services
- ❑ Post TANF Transitional Services
- ❑ Kinship Program
- ❑ Medicaid
  - AFDC – Related Medicaid
    - NJ Care – Special Medicaid Programs
    - Aged, Blind and Disabled
    - Children Under the Age of One
    - Pregnant Women
    - NJ Workability
  - NJ Care – Special Medicaid Programs – Medically Needy Section
    - Aged, Blind and Disabled
    - Children Under the Age of 21
    - Pregnant Women
  - Institutional Medicaid – Long Term Care
  - SSI Medicaid
  - Medicaid Special – Children to Age 21
  - New Jersey Family Care
  - Partnership for Children
  - Presumptive Eligibility for Pregnant Woman
  - Presumptive Eligibility for Children
  - Qualified Medicare Beneficiary
  - Specified Low Income Medicare Beneficiary Qualified Individual
  - Breast and Cervical Cancer
  - Emergency Services for Aliens
  - Transitional Medicaid
  - Home and Community Based Waiver Programs
    - ABC Waiver Program
    - Aids Community Care Alternatives Program
    - Community Care Program for the Elderly and Disabled
    - Enhanced Community Options



- Model Waivers 1, 2, & 3
- Traumatic Brain Injuries (TBI)
- Mentally Retarded/Developmentally Disabled

In addition to the programs listed above, there are a number of special initiatives or processes that must be supported. These include referrals to other agencies or workers (for example, domestic violence, substance abuse, or mental health), case management, or use of tax offset processes at the Federal or State level (for example, TOP and SOIL) to recoup benefits paid erroneously.

CASS must also support efforts by DHS staff to ensure persons no longer eligible for assistance (for example, post-TANF recipients) are provided an opportunity to access transitional services that may be available. Examples of transitional services include, but are not limited to, time-limited extension of Medicaid coverage or special payments. CASS must have the ability to identify potential recipients for transitional services and generate outreach notices to be mailed. In some situations, listings may be provided to contracted agencies that have the responsibility for providing outreach services.

CASS must allow authorized users to accept requests for transitional services in-person or by phone and allow the person taking the application to generate an alert for worker processing. As needed, the system should produce surveys that can be mailed to recipients contacted by contracted agencies for quality assurance purposes. CASS must be capable of producing reports that match recipients identified for outreach with subsequent case actions that occurred.

The agencies responsible for administering these programs include county welfare agencies (CWAs), county probation departments (CPDs), municipal welfare departments (MWDs), WorkForce Investment Boards (WIBS) and Unified Child Care Agencies (UCCAs).

## **I.2 GENERAL REQUIREMENTS**

During work sessions with State and County staff, MAXIMUS identified a number of general system requirements that were discussed throughout our sessions. CASS must incorporate these general requirements by:

- ❑ Providing access to and compatibility with other state, county, and municipal systems as seamlessly as possible. The system must support the DFD plans for a "single system image" that builds on total integration of different solutions for various state programs agencies.
- ❑ Providing a single logon procedures that will allow workers to access CASS and any related systems.



- ❑ Maintaining a historical audit trail identifying specific workers, supervisors, or other entities (for example, systems staff) who have modified a record or approved a specific action during the life of the case.
- ❑ Maintaining case data online for longer periods of time. All case and client data that is input into the system must be available for inquiry as long as it is maintained online. Once moved to offline, the data must be available for inquiry within 24 hours of a user requesting access to that data. Archival or purging of data from the system must meet all applicable program rules and the New Jersey record retention policies.
- ❑ Providing flexibility in screen-to-screen and system-to-system movement by providing a number of capabilities including: context sensitive help screens; on-line policy manuals; capability to save work in progress; on-line reports of contact and other case narratives; easy access to interface data files; scrolling of benefit months forward and backward from the current month; and easy access to unit schedule summary.
- ❑ Providing different modes of screen access based upon type of action being performed. For example, on applications and/or redeterminations, the system must guide the user through a pre-established flow based upon the data being entered or changed. For changes, the system must provide the user the ability to select via drop down windows and navigate to only those screens needed to enter changed or new information. The system must edit the data entry process to ensure that all necessary data is present prior to determining eligibility or issuing benefits.
- ❑ Providing support for document imaging of data that is now maintained in paper files such as verification documents that may be submitted by the client or other parties.
- ❑ Establishing a process for the assignment of a unique case and member identifiers that allow easier tracking of cases and persons across counties. There will be a need to review both system and paper conversions needs when implemented.
- ❑ Providing help screens for a specific field must provide a description of the field, valid entries for the field, and guidance for resolving specific errors that may be identified. Where cross field edits apply or there is existing policy, the help screen must include hyperlinks that allow the user to navigate to the associated field to review and/or correct the information or navigate to the associated policy.
- ❑ Providing access to online policy manuals. Access to the manuals must be context-sensitive in that policy displayed must be related to the field and/or screen from which policy manuals were accessed. Policy must also be accessible from pop-up windows displaying error messages and/or on-line help.



### **I.3 CLIENT REGISTRATION**

During the work sessions for client registration, staff did not identify major changes to the process that would be followed for registering a client or performing the intake function. However, staff did identify major changes in how the CASS system must support these processes.

When contacting the office, a user must be able to enter a variety of client identifiers (for example, name, birth date, social security number, age, CASS member number, CASS case number) to determine if a person already exists on CASS or other related systems. To identify potential matches, the system must support the use of Soundex or phonetic like search engines.

If the person already exists, data already entered into CASS or other systems, including the Common Client Registry currently being developed, must be used to populate the data fields or at least provide an overview of the client's participation in the program or system. This includes, but is not limited to, verified SSN for a member, addresses, wage data, non-compliance issues, disqualifications, sanctions, outstanding claims, current program status. Inquiry and access of data in other systems must occur in an on-line, real-time mode.

If the case/person already exists but is inactive, CASS must produce pop-up alerts or hints for the user to review potential eligibility for transitional services that may be available but not accessed.

If the person is not known to CASS or other systems, CASS must support the registration of the person(s) and collection of minimal data to determine the person's immediate needs including calculations of income or resources based upon the data entered. During the registration process, CASS must assign a member number that can be used to track a member's data across cases and counties. This number must be used across systems to the extent possible. The system must send (and receive) an online referral to the ACSES system for a determination of cooperation with Child Support requirements. The on-line, real-time exchange of data must include enough data for ACSES to create a case or provide an alert to the worker that a compliance determination is needed.

Based upon the person's immediate needs, there is also a need generate an electronic referral to the Department of Labor for persons required to participate in the Early Employment Initiative (EEI).

CASS must support the assignment of the intake case to a designated worker based on county-specific criteria. Once assigned, the system must produce alerts to notify the worker that a person is waiting to be seen for an initial assessment of their needs.





The CASS system must also assign a unique case number that would remain with the household regardless of where the members are located. That would ensure case data continues to be linked even when the case is transferred to a new county.

To determine a person's immediate needs, CASS must support the collection of a minimal set of data that can be used to identify persons being assigned to an assistance group, identify the person or household's immediate needs, identify programs for which the client is applying, and capture technical and financial data that could be used to determine potential eligibility. Again, the system must populate data entry fields with data that already exists in the system and/or display information from other systems for review.

If at any point in the application process a worker determines that domestic violence may potentially exist, all intake and eligibility determination processes stop until the case has been referred to a domestic violence unit and a determination of domestic violence received. That determination may impact how the case is processed or the level of access specific workers will have for update and/or inquiry.

For all appropriate cases, CASS must have the ability to generate a child support referral to ACSES as well as receive referrals from ACSES regarding persons wishing to apply for benefits or services. This exchange of data must be completed in an on-line, real-time environment. It is anticipated that child support workers will complete the compliance interview and obtain any necessary child support referral information via ACSES. Case or member data including an indicator of compliance would be sent to CASS in real-time and used to update the CASS data. That data from ACSES would also be used to populate any related fields during the detailed intake interview.

To guide the collection of data for the initial intake process and redeterminations, the system must have a pre-defined flow of screens to capture information based upon the programs being applied for, members in the assistance group, or data already entered into the system. Although there is a pre-defined flow, workers must have the ability to navigate to specific screens to collect and/or inquire data that has been previously entered.

For all data collection functions within CASS, the system must allow the user to selectively access case notes/narratives for entry of comments or contact information. The case narratives must record who created the comment/narrative, date created, and whether access to the specific case narrative/comment should be restricted for some reason. Case Notes can be accessed from any screen as well as directly.

The system will edit data as it is entered for validity and consistency with data previously entered. Errors will be immediately identified for resolution while the worker and/or the client are discussing the specific topic. As needed, context sensitive help and policy will be accessible for a specific screen or field. Users have asked that the text used in the help and policy be easy to read and provide specific directions for how to resolve any issues/errors that have been





identified. Throughout the data collection process, the system must display any available data from CASS, other systems or databases that can be used to populate the data fields or for informational purposes.

Because the system must support the determination of eligibility for more than one month at a time, the system must support the entry of data into the system for more than one month. The data entered could be for months in the past, current month, and future months.

During the intake process, staff must have the ability to stop the data collection and suspend the case pending further information or verification without losing any of the data that has already been captured. The user must also be able to access the pending intake or redetermination data and append to it as other information is collected.

The system must also support the entry of data during times other than an initial intake or redetermination process. The case change process must allow users to access specific data directly without a pre-defined flow of screens. If data entered into the system warrants, CASS must provide pop-up messages/alerts to the user regarding additional data or issues that must be reviewed.

The system must support the ability to create and maintain an on-line application that can be reviewed by the user and client on-line or be printed on paper. CASS must have the ability to capture the signature of the client and/or caseworker via an electronic pad to complete the application process and preserve the filing dates of the on-line application. The system must also support entry of application dates for applications that may be received via the mail.

Referrals to other staff, agencies, and programs need to be identified by CASS when possible. The user must also have the ability to generate a referral. Although, the goal of the system is to send referrals in an electronic mode to the extent possible, the system must provide the worker the ability to generate a referral at the local office.

For some of the programs supported by the system, it may be necessary for a worker to specify the types and amounts of payments that should be made as a result of the person being eligible for a program (for example, General Assistance, Emergency Assistance). The system must allow the entry of this data while editing the entries for consistency and levels of payment.

#### **I.4 ELIGIBILITY DETERMINATION**

Bases upon the data entered into CASS during initial application, redeterminations, and interim changes, the system must perform an automated determination of eligibility using the raw data entered into the system by the user. The determination can be for past, current, or future months. CASS must have the ability to use program standards, rules, eligibility tables, and calculation logic appropriate for the month. For some programs such as Transitional



Services or Emergency Assistance, the eligibility determination may be very simple, whereas the eligibility determination for Food Stamp, TANF or Medicaid may be much more complex.

The system will need to determine potential eligibility using a minimal amount of data captured during the pre-screening process to identify programs where potential eligibility may exist for the full assistance unit or specific members. Based upon those findings, the eligibility determination process must generate appropriate electronic referrals or updates to other systems. When Medicaid eligibility in one program is denied or closed, the system must determine eligibility in other programs for the case or individual members using a “waterfall” approach in that if a case or member is found ineligible, eligibility in other categories of assistance must be explored.

The eligibility determination process must also have the ability to determine actual eligibility for a program once remaining data has been entered. Throughout the intake process, the system must display the results of the eligibility determinations to the users at various points in the process (for example, following entry of technical, resource, and financial data into the system). This on-line display of the eligibility determination will allow the user and/or client to resolve any issues while the client is in the office. This same online display of the eligibility determination must also occur at redeterminations or case changes. Even when the determination process reaches a point of ineligibility, the process must continue to identify other issues/factors that are causing ineligibility for a case or members. This will allow the user to correct all identified issues if errors have been made during the data entry.

All of the programs supported by CASS have rules for when certain data must be verified or is required before determining eligibility. CASS must have logic that supports these variances in rules. CASS must also support the eligibility determination process for one program while other program applications or redeterminations completed at the same time may need to be pending for additional information, processing, or verifications. The determination of eligibility for all programs must display for the worker to review the technical or financial factors that were used to determine eligibility, the persons determined eligible, person denied and the reasons, the cash or food stamp amounts authorized, and eligibility periods established. These findings must be displayed to the user prior to final commitment so users have the opportunity to correct any data that may have been entered incorrectly.

Once eligibility has been determined, CASS must generate all appropriate approval, adverse, or timely notices to be sent to the client. The ability to print notices at the central or local offices will be needed. The eligibility determination process must also set all triggers for generating issuance, updates to other systems, and/or establish any actions or dates that must be tracked. Appropriate alerts to the appropriate workers must be generated.

Where there are associated cases, CASS must also re-determine eligibility for those cases based upon the new data that has been captured or new benefits amounts that may have been calculated. There is a hierarchy in how eligibility programs should be performed (for example, if



all information and verification is present, WFNJ – TANF or General Assistance eligibility should be determined prior to Food Stamps since the benefit amount should be counted in the Food Stamp case).

During the eligibility determination for a case, CASS must use any existing disqualification or sanction information to determine eligibility for the member(s) and to determine how the member’s income and resources should be considered for the specific program. If disqualifications or sanctions are identified during the determination, CASS must have the ability to impose those sanctions or disqualifications with little or no worker intervention.

The eligibility determination process is also responsible for maintaining counters for specific cases (for example, WFNJ – Cash Assistance, WFNJ – General Assistance, Emergency Assistance) where there is a lifetime maximum for receipt of benefits for adult members for a maximum on the number of times a specific benefit or service can be received within a specific timeframe. The system must automatically update these counters based upon eligibility data in the system. For some cases, CASS must provide an automated process that allows full-months of eligibility to be offset with child support collections. This would result in the counters being decreased. Authorized users must also have the ability to update this counter based upon data that would not be known to the system, CASS must also ensure that program limitation for number of times specific services or payments can be received are also tracked and considered when determining eligibility.

Based upon the benefit calculated by CASS, the system must produce benefit/issuance records to be used in the issuance process or passed to the Electronic Benefit Transfer system. CASS must issue Medical cards along with an eligibility file, which is passed to the Medicaid Management Information System (MMIS). For childcare, CASS must generate vouchers at the local office and issue subsequent checks at the local agencies. For other payments authorized for programs such as Transitional Services, Emergency Assistance or Social Services for the Homeless, CASS must produce payment in the form of a check printed at the local office if EFT is not selected as the method of payment. Some checks may need to be produced in real-time at the local office to accommodate emergency situations that may exist. These emergency checks must be produced the same day as the request. In addition to benefit amounts, CASS must have the ability to calculate amounts for which a recipient may be obligated to pay. For institutionalized person this may be referred to as the “private pay amount; for Emergency Assistance and Child Care, this may be referred to as a “co-pay” amount.

CASS will automatically manage all of the critical start, end, and effective dates for all automated eligibility and benefit calculation processes, including adverse action periods. When appropriate timeframes have expired, the system will initiate action automatically without worker interventions. If a case is closed or member removed, CASS must remove any future triggers for alerts or case action that may have been established. All appropriate counters for eligibility or reporting purposes must be updated.



CASS must also support trial eligibility determinations and present the results to the user for review. If in a trial mode, the new data entered must not be used to update the system.

CASS must support the automated determination of eligibility for other programs or transitional services when a case and/or member are closed. The eligibility for other programs must be determined using a “waterfall” approach in that the program with stricter requirements are reviewed first and then moving to the program with the least restrictive requirements. The type of transitional services to be provided may be based on the reason for the case or member being closed or removed. System must support this determination including all appropriate referral, notice, payment, and reporting processes for the service. If these services are time-limited, the system must track the receipt of these benefits to ensure appropriate follow-up action is taken.

## **I.5 CASE CHANGE**

All cases maintained on CASS will require changes to the data entered into the system as a result of changes to the case or member’s circumstances. These reported changes can come from a variety of sources and can be received verbally, in writing, or electronically. CASS must allow users to record the receipt of case change data and provide automated tracking to ensure actions on the reported information are taken timely.

Caseworkers or other users must have the ability to directly access the data/screens related to the reported change and update the data. As data is entered, the system must provide prompts for other data that must be changed or reviewed or is not consistent with the on-line editing process. Once data has been entered, the eligibility determination for that program and any related cases must be initiated by the system automatically.

## **I.6 CASE MANAGEMENT**

Some cases supported by CASS (WFNJ – TANF and General Assistance, Food Stamps) will be assigned to case managers for assessment and monitoring of their compliance with specific work related activities. These case managers could be a part of the County Welfare Agency, Department Of Labor, or other County agencies. Case managers can determine a person is exempt from these requirements and if so, CASS must update the status of the recipient and generate automated alerts for the assigned eligibility worker.

If not exempt, the case managers will work with the recipient to complete or update an Individual Responsibility Plan (IRP) or Employability Plan that identifies specific assessments or activities in which the recipient will participate. CASS must support the capture of the IRP/Employability plan including the capture of activities, proposed and actual start and end dates for each (calculated or manual), and providers/vendors who will provide the service/activity. Throughout the time the recipient is in case management, the case managers



must have the ability to modify the plans/agreements and re-sequence activities as needed. The case manager must have the ability to print the full plan or any portion in hardcopy.

Case managers are assigned specific cases and maintain a caseload. CASS must allow cases to be assigned to the unit/agency with the ability for the cases to be assigned or transferred to a specific case manager. It is important to note that multiple workers in an office or across agency could have some “ownership” rights to a specific case or member data. The case manager is responsible for case management data; the eligibility worker is responsible for processing any changes to the assistance case that is not activity-related. CASS must provide the ability to track the case management caseload and all activity completed by case managers for tracking and reporting needs.

Where the recipient is being referred to a vendor or agency (for example, Department of Labor for employment) for some type of service or activity, CASS must generate automated referral files, when possible, to initiate the referral process. When necessary, the worker must have the ability to generate a paper referral in the local office to give to the recipient or mail to the vendor or agency, as appropriate. CASS must allow the update or entry of attendance or participation data received from vendors/providers either electronically or by other means. Results of assessments can also be captured and maintained in the system.

Case managers must also have the ability to generate supportive payments for recipients when needed. CASS must provide managers with the ability to authorize specific payments and collect all information necessary to ensure appropriate accounting of these payments. As much as possible, the State wants to move these payments to Electronic Funds Transfers (EFT). However, if a check is required, CASS must allow the check to be printed locally and given to the recipient or mailed. The system must maintain historical data regarding all case management activities and payment for inquiry and use in creating all related reports.

## **I.7 CASE TRACKING AND MONITORING**

CASS must ensure that all pending actions are completed or that actions that must be completed in the future are triggered for automated processing or worker intervention. Additionally, CASS must track referrals to other agencies or vendors to ensure information is returned and/or a corresponding action has been taken. When certain data in the system changes, CASS must ensure other systems and/or agencies are notified of the changes (for example, ACSES is notified of children joining assistance unit or collection of child support).

CASS must include a process for worker and system generated alerts that can be displayed to workers, supervisors (including other levels of County management) on a daily basis to identify actions that are needed, actions that are pending and nearing appropriate time limits, actions that are past due, alerts not acted upon, and actions that have been taken by the system automatically. Where possible the alerts must be created and removed based upon actions taken on a case. CASS must allow other alerts to be removed by the worker or



supervisor once they have been accessed and reviewed. The alerts function must allow workers and supervisors to view alerts for a specific type, a specific day or time period.

To support the day-to-day work activities, CASS must provide all users with an automated calendaring function that will allow staff to schedule appointments and/or block time periods reserved for meetings, lunch breaks, or leave. The system must use this calendar to automatically schedule redeterminations or reviews based upon automated ticklers generated by the system or entered by the staff. Automatic scheduling must use pre-established parameters set for each unit (for example, length of time to allot for an interview, number of interviews per day). CASS must support generation of all appointment notices. When appointment are missed or have no corresponding case action, CASS must produce alerts for the worker or supervisor for follow-up action.

Staff have also asked for a process that will allow them to record when changes are reported via the mail or verbally. CASS must provide workers and supervisors the ability to log this information. Counties have asked for the flexibility to have county- or supervisor-specific parameters for the types of alerts that must be provided and timeframes for when the alerts are generated for the worker and supervisor.

## **I.8 DISBURSEMENTS**

CASS must be designed to support the disbursement and accounting for all funds issued for or on behalf of a client. CASS must create daily and monthly issuance files that can be used by the EBT system to generate payments for Work First New Jersey and Food Stamps. CASS must generate the paper medical cards for all Medicaid recipients based upon current processing. These cards must be produced on a daily or monthly cycle. When necessary, staff must have the ability to print a medical card locally for a recipient. Childcare will be authorized from CASS in the form of a voucher and subsequent payment through EFT, or check that will print in the local agencies. For supportive payments authorized by case managers or by eligibility workers for programs such as Emergency Assistance or General Assistance, CASS must support the generation of vouchers and subsequent payment through EFT or checks generated at the local office. To the extent possible, payments through EBT/EFT are preferred. To support the payment process, CASS must support the development and use of one vendor/provider file that can be used statewide. Authorized staff at the state and local agencies would have the ability to add or update provider or vendor information. For programs like Emergency Assistance where a check, EFT, or EBT transaction may cover several months, CASS must be able to identify the months payment was for and the amount allotted to each month.

CASS must automate the accounting processes for the above referenced payments including the tracking of all payments, assignment to fund or bank account codes, debit/credit functions, and ability to generate all necessary local agency and state financial reports to the extent possible. Where CASS does not have all the data to create a report, the system must





populate the fields for viewing and reporting. CASS must be able to merge data from all local agencies into the appropriate state reports.

CASS must support the reconciliation of issuance files to the EBT system, MMIS, and banks accounts maintained by local agencies. There are a number of checking accounts from which local agencies may issue checks based upon the program and/or services being received or paid for. For each account, the Fiscal staff have a responsibility for tracking payments from those accounts and reconciling the balances on a periodic basis.

To support the reporting for all administrative costs, CASS must provide templates that can be completed by local agencies and/or state fiscal staff on a monthly basis to enter receipts, expenditures, and adjustments as they relate to specific funds or line items. The data entered would be maintained electronically and used to provide monthly, quarterly, and year-to-date totals at the local agency and state levels. There is a need to collect an electronic signature of the County Director or Fiscal Officers that would be submitted with the reports. Where data from the system could be used to calculate the amounts to be entered, CASS must populate the fields on this template automatically. Access to this data would be limited to authorized staff at the local agency and state levels. CASS would need to support reporting from using this data on a monthly, quarterly, annual, or as of a specific date (current or past). The system must support the ability to print these report or to generate a file in Excel or other software.

## **I.9 DISQUALIFICATIONS/OVERPAYMENTS**

To support the disqualification and overpayment processes, CASS must provide full accounting functionality to support the tracking, investigation, calculation, and implementation of disqualification or recovery actions, and fiscal management of the claims. Authorized staff must have the ability to enter disqualification or claims related data for a case and/or recipient into CASS. From this information, CASS must provide the ability to generate appropriate adverse action notices, demand letters, repayment agreements, or legal documents or referrals.

CASS must provide staff with the ability to view historical data for a case and to perform trail or historical calculations to determine benefit amounts that should have been issued. CASS must determine the difference between the amount issued and the recalculated benefits. The trial or historical calculation will be saved including any historical data changes. CASS must track all disqualifications or overpayments identified and related activity to be sure investigations are initiated and completed timely and that appropriate notices or documents are generated.

If underpayments are identified, CASS must automatically generate a payment or apply the amount against existing overpayment amounts. If overpayments are identified, CASS must initiate recoupment or allow other forms of payment based upon the data captured fro the repayment agreement. If payments are received outside of recoupment, CASS must provide counties the ability to generate receipts and link those payments and receipt number to the claim.



At a minimum, CASS must maintain a history of the beginning balance, payments received, outstanding balance, and status of the claim.

There are also times when staff may have collections that are not linked to a specific case. This is usually in situations where payment has been made to a vendor and there is a need to recover dollars from future payments. CASS must also support the recoupment of those payments.

CASS must provide files on a daily basis for the Treasury Offset Program and two times a year for State Offset of Income Liability, of all cases/members with overpayments meeting specific program requirements. On a periodic basis, certain overpayment cases are selected for submission to the federal government or to state government to determine if a tax refund or other payment is due the client. If so, the value of the overpayment at the current time can be reduced by the amount of the tax refund or other payment available. CASS must support the use of the returned files to automatically update the system, as appropriate.

## **I.10 HEARINGS AND APPEALS**

CASS must support the ability of the worker to indicate that the client has requested a hearing or appeal and generate a request for the client's signature. This entry will trigger an electronic referral to BARA, CASS must provide BARA staff with the ability to enter data regarding the outcome of their review, decisions made by hearing staff, and log dates when specific actions were taken. Automated alerts or reports can be created to allow staff to track timeliness of actions.

## **I.11 NOTICES**

CASS must have the ability to generate all required notices either triggered automatically from the system or requested by the user. The notices will be comprised of pre-formatted text that can be selected by the system based on the type of notice and/or circumstances of the case. When the result of an on-line or worker initiated case action, CASS must display the notices for the workers review, entry of free-form text, and authorization for release of the notice. Where the notice is the result of system initiated actions without worker intervention, CASS must provide a mechanism for the users to view the notices, enter free-form text, and authorize the release of the notice. To the extent possible, notices must be generated from central office and mailed to the recipient. Counties must have the ability to print notices locally as needed. Additionally, the system must be able to print the notices or application for benefits or services in multiple languages (for example, English or Spanish).

For adverse action notices, the text used to explain the reason for an action must be reader friendly to the extent possible and within the bounds of federal and/or state requirements.





## **I.12 QUALITY CONTROL**

CASS must support a Quality Control process that will be applied to all programs including TANF, Medicaid, and Food Stamps. The Quality Control process must be capable of determining the exact number of cases that exist for a specific program and calculating the sample criteria that must be used to select the cases for review. CASS must also accept entry of selection criteria by authorized users for use in selecting cases for review.

Based upon the entered sample criteria, CASS must select cases and produce an on-line listing that can be used to assign case reviews to specific supervisors, assign reviews to specific reviewers, and track appropriate review data indicating dates available from the counties for when cases will be ready for review, dates reviews conducted, status of reviews, and outcomes.

Quality Control staff must have the ability to generate all appropriate Quality Control reports as well appropriate notices.

## **I.13 REPORTING**

On a daily basis, the Department must have the ability to access and produce specific data about programs administered by the State and Counties and the populations those programs serve. Several key CASS requirements will support the reporting needs. These include the use of unique case numbers that remain the same even when transferred from one county to another; linking of member data across cases and counties; ability to maintain on-line historical data for a case and person for longer periods of time than currently available; and the ability to access this data in an on-line, real-time mode.

CASS must support the ability of management staff to produce reports for specific time periods or active as of a specific date (for example, a count of all active TANF cases and members as of today's date). CASS must produce both case management and financial reports that meet all mandated federal and state reports as well as provide support to staff in managing the system and caseloads.

There must be two reporting processes within the system. The first will comprise those standard reports that must be produced routinely to support program administration. Authorized users will produce those reports automatically or on command. The second form of reports will be ad hoc reports that can be produced by authorized users without support from system analyst or programmers. The ad hoc reporting process must include a "trial" mode that will allow the user to preview the data for a specified number of cases to ensure the ad hoc reporting logic is correct. Where systems staff must be used to create an ad hoc report, the new ad hoc reports should be written and available within forty-eight hours of the request.

For all reports, CASS must provide the ability to capture summary and detailed level data. If summary reports are created, the user must have the ability to "drill down" to the lower



level detail supporting that summary information. All reports must be available for viewing online and/or in hardcopy format, as designated by the user.

For those federal or state reports where manual entry of data or narrative is required, CASS must produce the reports populating all fields that can be provided from the data maintained in CASS. Additional narrative or data must be able to be added to an on-line version of the report or added as a supplement to the hardcopy version of the CASS data.

To support federal reporting cost allocation processes, CASS must provide selected users with the ability to enter results of random moment time studies on a periodic basis. Authorized staff at the county and/or state level must have the ability to enter and/or adjust the findings as needed. CASS must support the creation of all reports related to the time study and maintain this data historically. The system must have the ability to track the completion of these studies and alert appropriate users when data entry is nearing its past due timeframe or is past due.

Using data entered at the local agency level regarding administrative costs, benefit data maintained by the system, the results of the random time study, and other data in CASS, the system must support the generation of the cost allocation report as needed.



## APPENDIX A – ATTENDANCE LIST FOR JADS AND ASSOCIATED MEETINGS

### APPENDIX A.1 TECHNICAL ENVIRONMENT – 9/26/03

	Attendee Name	Agency

### APPENDIX A.2 GENERAL MANAGEMENT – 10/6/03

	Attendee Name	Agency




**APPENDIX A.3 QUALITY CONTROL – 10/16/03**

	<b>Attendee Name</b>	<b>Agency</b>

**APPENDIX A.4 CLIENT REGISTRATION – 10/16/03**

	<b>Attendee Name</b>	<b>Agency</b>




**APPENDIX A.5 ELIGIBILITY DETERMINATION – 10/17/03**

	Attendee Name	Agency




**APPENDIX A.6 ELIGIBILITY DETERMINATION – 10/20/03**

	<b>Attendee Name</b>	<b>Agency</b>





**APPENDIX A.8     DISBURSEMENTS – 10/23/03**

	<b>Attendee Name</b>	<b>Agency</b>

**APPENDIX A.9     ACSES INTERFACE – 10/24/03**

	<b>Attendee Name</b>	<b>Agency</b>





**APPENDIX A.10 NOTICES AND LETTERS – 10/24/03**

	<b>Attendee Name</b>	<b>Agency</b>

**APPENDIX A.11 COUNTY REPORTING – 10/27/03**

	<b>Attendee Name</b>	<b>Agency</b>



**APPENDIX A.12 POLICY ISSUES – 10/28/03**

	<b>Attendee Name</b>	<b>Agency</b>

**APPENDIX A.13 MEDICAID – 10/28/03**

	<b>Attendee Name</b>	<b>Agency</b>

**APPENDIX A.14 TRANSITIONAL – 10/28/03**

	<b>Attendee Name</b>	<b>Agency</b>



**APPENDIX A.15 STATE REPORTING – 10/29/03**

	<b>Attendee Name</b>	<b>Agency</b>

**APPENDIX A.16 DISQUALIFICATIONS/OVERPAYMENTS – 10/30/03**

	<b>Attendee Name</b>	<b>Agency</b>





## APPENDIX B – ACRONYMS

ABIE	Automated Benefits Information Exchange
ACF	Administration for Children and Families
ACI	Active Client Index
ACSES	Automated Child Support Enforcement Systems
AFDC	Aid to Families with Dependent Children
API	Application Program Interface
ARCC	At-Risk Child Care
ATM	Asynchronous Transport Mechanism
AV	Anti-Virus
BARA	Bureau of Administrative Review and Appeals
CAN	Campus Area Network
CARES	Childcare Automated Resource and Eligibility System
CASS	Consolidated Assistance Support System
CATS	Contract Administration Tracking System
CBC	Center-Based (Contracted) Care
CCDF	Child Care Development Funds
CCRS	Child Care Resources and Referral System
COLA	Cost of Living Adjustment
CPS	Child Protective Services
CTR	Center-based Child Care System
CWA	County Welfare Agencies
DASD	Direct Access Storage Device
DBMS	Data Base Management System
DCU	Document Control Unit
DFD	Division of Family Development
DHCP	Dynamic Host Configuration Protocol
DHSS	Department of Health and Senior Services
DHS	Department of Human Services
DMAHS	Division of Medical Assistance and Health Services
DNS	Domain Name Server
DRS	Disqualified Recipient System
DYFS	Division of Youth and Family Services
EA	Emergency Assistance
EBT	Electronic Benefit Transfer
EFT	Electronic Funds Transfer
ePO	ePolicy Orchestrator (McAfee)
FAMIS	Family Assistance Management Information System
FAX	Financial Account eXchange
FDP	Family Development Program
FFY	Federal Fiscal Year



FMS.....File Management System  
FNS .....Food and Nutrition Services  
FS .....Food Stamps  
FTP.....File Transfer Protocol  
FVO.....Family Violence Option  
GA.....General Assistance  
GAAS.....General Assistance Automated System  
GB.....Gigabyte  
GSN.....Garden State Network  
HEA .....Home Energy Assistance  
HMO .....Health Maintenance Organization  
HIPAA .....Health Insurance Portability and Accountability Act  
HUD.....Housing and Urban Development  
I/O .....Input/Output  
IAPD .....Implementation Advanced Planning Document  
IAPDU .....Implementation Advance Planning Document Update  
IE.....Internet Explorer  
IEVS.....Income Eligibility Verification System  
IMAS.....Income Maintenance Supervisors  
IRP .....Individual Responsibility Plan  
IRS .....Internal Revenue Service  
ISIS .....Information Systems Impact Study  
IT.....Information Technology  
J2EE .....Java 2 Enterprise Edition  
JAD .....Joint Application Design  
JOBS .....Job Opportunities and Basic Skills  
LAN .....Local Area Network  
LATA.....Local Access and Transport Area  
LID.....Logical Identifiers  
LIHEAP .....Low Income Home Energy Assistance Program  
MB .....Megabyte  
MIPS .....Million Instructions per Second  
MIS .....Management Information System  
MMIS.....Medicaid Management Information System  
NIQCS.....National Integrated Quality Control System  
NJCK.....New Jersey Cares for Kids  
NJMMIS .....New Jersey Medicaid Management Information System  
OAL .....Office of Administrative Law  
OEL.....One Ease E-Link  
OIS .....Office of Information Systems  
OIT.....Office of Information Technology  
OJD .....Operation Judgment Day  
OMEGA.....On-line Management for Economic Goal Achievement



OOE .....Office of Education  
OS .....Operating System  
PAAD.....Pharmaceutical Assistance to the Aged and Disabled  
PARIS .....Public Assistance Reporting Information System  
PC.....Personal Computer  
QBC .....Quakerbridge Complex  
QC.....Quality Control  
REACH.....Realizing Economic ACHievement  
RFI .....Request for Information  
RRDC.....River Road Data Center  
RSDI .....Retirement, Survivors, and Disability Insurances  
SACWIS .....Statewide Automated Child Welfare Information System  
SAN.....Storage Area Network  
SDW.....Shared Data Warehouse  
SDX.....State Data eXchange  
SIS.....Service Information System  
SOIL.....State Offset Income Liability  
SSA .....Social Security Administration  
SSA .....Serial Storage Architecture  
SSN .....Social Security Number  
TANF .....Temporary Assistance for Needy Families  
TB .....Terabyte  
TMS .....Tape Management System  
TOP .....Treasury Offset Program  
TPS.....Transactions per Second  
TRA.....Temporary Rental Assistance  
TSO .....Time Sharing Option  
UAP.....Universal Application Process  
UCCA .....Unified Child Care Agencies  
UFT .....Unified File Transfer  
UIB.....Unemployment Insurance Benefits/Bureau  
USF .....Universal Service Fund  
WAN .....Wide Area Network  
WFNJ .....Work First New Jersey  
XML.....eXtensible Markup Language



## APPENDIX C – REQUIREMENTS

Appendix C includes three (3) separate listing of requirements including:

- ❑ **Appendix C – Current Requirements** identifies those requirements that reflect current functionality;
- ❑ **Appendix C – Future Requirements** identifies those requirements that reflect future functionality that is desired IN ADDITION to the current functionality; and
- ❑ **Appendix C – Discarded Requirements** identifies those requirements identified in 1995 that are no longer appropriate. The reasons for discarding the requirements have been included.

When reviewing the Current Requirements and Future Requirements, the following legend should be used:

<b>Number</b>	For each group of functionality, we have provided a consecutive number for the requirements within that group.
<b>Requirement</b>	Includes the requirements as it is defined at this time.
<b>ID</b>	This is the number assigned to the requirement in the MAXIMUS database.
<b>Program</b>	This identifies the programs that are associated with the specific requirement.
<b>System(s)</b>	<p>For the Current Requirements, the field lists the two (2) most prominent systems that provide the reference functionality currently.</p> <p>For the Future Requirements, the field lists the two (2) most prominent systems that would most likely provide the functionality if it were available currently.</p>



## Current Requirements

Requirement	ID	Program(s)	System(s)
<b>General System</b>			
1 CASS must be secure from entry by unauthorized users (such as updates to data), and each caseworker will be restricted by caseworker function.	52	All	All
2 Allow the assignment of security IDs and passwords, as well as the ability to establish security profiles that will determine each user's access to system functions and caseload update authority.	33	All	All
3 Provide for specific levels of password-protected access to CASS -- at the function, screen, and field level -- based upon a user's role, group, organization, geographically location, program, functional responsibilities within that role, and need to access specific functions within that role. There should be a default profile for each role that can be modified or overridden by the security administrator.	34	All	All
4 System must prevent a worker from authorizing benefits if, based upon New Jersey program policy and procedures, the supervisor must approve the case action or action to authorize benefits.	35	All	All
5 CASS security and access processes must conform to internal and external security requirements based on federal legislation for all programs including, but limited to, IRS security requirements for IEVS, FTROP, and TOP/SOIL.	36	All	All
6 CASS and the technical architecture must support the establishment of physical and staff security plans, the implementation of facility access prevention controls, and the identification of system facilities as restricted areas.	37	All	All
7 Ensure the security of the data as well as protect against threats, hazards, and compromise of the data.	39	All	All
8 CASS must provide the capability to identify breaches in security. CASS must follow DHS-CO OIS security procedures. In the event of a security breach, CASS will follow the DHS-CO OIS documented disciplinary procedrues. CASS must provide capability to identify breaches.	40	All	All
9 Identify all authorized users and preclude unauthorized users from accessing the system.	41	All	All
10 Physical and staff security plans must conform to established New Jersey policy and procedures as specified by the Office of Information Technology (OIT).	42	All	All
11 Ensure that hardware and software are secure.	44	All	All
12 Ensure communications access and transmission security.	45	All	All
13 The system must require passwords to be changed on a periodic basis as defined by New Jersey security rules.	46	All	All
14 Utilize automatic sign-off techniques.	48	All	All
15 CASS must support the retention or purging of data based upon State data retention and destruction policies and procedures.	73	All	All
16 CASS must follow DHS-CO OIS policy and procedures for granting access to systems and/or functions within that system such as ad hoc reporting. CASS must provide restricted access to authorized users for access to ad hoc reporting capabilities and capability to download data.	62	All	All
17 Maintain audit trails of all user access and user identification numbers linked to any changes made to CASS case data. Provide reports for this information.	70	All	All
18 Flag and report multiple attempts that appear to be attempts to breach security. Logon procedures for CASS must meet the DHS single sign-on requirement.	69	All	All
19 CASS should log all logon actions (failed or completed) to the system.	68	All	All
20 By default, prohibit a user from signing on to more than one terminal at any given time. However, the system must allow the security officer or other designated person to override this restriction.	67	All	All

## Current Requirements

Requirement	ID	Program(s)	System(s)
<b>21</b> Streamline logon and logoff procedures to minimize the number of commands entered by the users, and provide a one-screen sign-on process. CASS must meet DHS single sign-on requirement.	65	All	All
<b>22</b> Establish a "Locked Door" (secure) system facility or facilities.	49	All	All
<b>23</b> CASS must adhere to New Jersey security policies and procedures for password assignment, maintenance, and cancellation. All updates performed by a security officer should be tracked including changes in userids, passwords, or other activity performed by the security officer(s) at the State or County level.	63	All	All
<b>24</b> Restrict access to the system facility at all times to only specified users of the system.	50	All	All
<b>25</b> Restrict on-line update capability to policy and procedures, and specific automated forms.	61	All	All
<b>26</b> Meet security standards for all programs or functions to be supported by CASS including, but not limited to, TANF, Food Stamps, Medicaid, Child Care, Child Support and Paternity, Child Welfare, Emergency Assistance, Home Energy Assistance, Social Services for Homeless, and Tax Offset Program.	58	All	All
<b>27</b> CASS must support a full audit trail of all software, both installed and developed, for use in CASS functions including online or batch interfaces with other systems. The audit trail should document changes to all CASS application software.	57	All	All
<b>28</b> Production turnover and other operations procedures must meet OIT standards.	55	All	All
<b>29</b> Conform to OIT standards and policies for accessing and validating software changes, testing, and approving all software changes, fully established documentation standards for all software, and maintenance procedures for all state applications.	54	All	All
<b>30</b> Provide for the WFNJ program' s policy and procedures manual to be available to case managers on-line.	28	All	All
<b>31</b> Provide for case access (including reading and updating) to be restricted in accordance with New Jersey policy and procedure. If a case is in "pending" status, as a result of being accessed by a worker and then timing out, the worker' s supervisor (or other person granted appropriate rights) must be able to enable someone other than the original worker to access the case.	64	All	All
<b>32</b> System must ensure information is secure from unauthorized use, access, and inadvertent loss of data. Information needs to be classified into different access categories such as availability to the public, all government agencies, or select agencies and employees.	696	All	All
<b>33</b> Provide a set of on-line screens from which the security administrator can add, change, and delete security information.	32	All	All
<b>34</b> Display a client participation history summarizing a client' s participation in all programs included in the system. Specific participation data must be retained on the system forever to support imposition of limitation on number of month benefits can be received or sanctions that may have been imposed.	5	All	All
<b>35</b> All case and client data that is input into the system must be available for inquiry as long as it is maintained online. Once moved to offline, the data must be available for inquiry within 24 hours of a user requesting access to that data. Archival or purging of data from the system must meet all applicable program rules and the New Jersey record retention policies.	4	All	All
<b>36</b> Types of automated inquiry that must be included, but are not limited to the following: Case and Client Inquiry, Historical Inquiry, Client Participation History, Transaction Inquiry, Benefit Issuance History, Benefit Adjustment History, and Inquiry to Interface Files.	3	All	All

## Current Requirements

Requirement	ID	Program(s)	System(s)
<b>37</b> Data on case statuses, including pending and denied, will be available for inquiry. Where case status information for programs supported by other systems is available via online interfaces, this data should also be retrieved and displayed to the user.	2	All	All
<b>38</b> Provide online real-time update for all worker initiated transactions including, but not limited to, applications, changes, change of circumstances, corrections, reviews, recertifications, reapplications, and reinstatements. Actual use of data or completion of the transaction must be based upon the user's security level, access to data, and need for supervisory review and/or approval.	8	All	All
<b>39</b> CASS must provide support for document imaging of data that is now maintained in paper files such as verification documents that may be submitted by the client or other parties. Users have the ability easily view the information while in the CASS system and print a hardcopy of the information as necessary.	761	All	All
<b>40</b> Allow for the online, not batch, updating of all worker initiated transactions.	9	All	All
<b>41</b> System must implement and/or support gateways for Internet, Email, and restricted access to and from other Internet facilities.	695	All	All
<b>42</b> System must provide access to and compatibility with other state, county, and municipal systems as seamlessly as possible. System should support the DFD plans for a "single system image" that builds on total integration of different solutions for various state programs agencies.	694	All	All
<b>43</b> System must be available, at a minimum, during normal extended hours for affected county agencies throughout the State.	718	All	All
<b>44</b> The system must support multiple environments including, at a minimum, development, testing, training, and production, and support transitioning across environments, as appropriate.	716	All	All
<b>45</b> System must be developed to support the use of generic or specialized workers.	709	All	All
<b>46</b> Logon\logoff process will be simple and easy.	551	All	All
<b>47</b> Provide inquiry into all data stored in the CASS system, including application received/pending information, based upon a user's security authorizations and authorized levels of access.	1	All	All
<b>48</b> During online entry of data, users should be presented with a drop down listing of codes or narrative values associated with the field that the cursor is on. The user should have the ability to select the appropriate value from the listing and have that selection populate the specific field on the screen.	19	All	All
<b>49</b> CASS must allow the user the ability to access policy and procedure manual and then be able to return to the screen they were utilizing without exiting the screen or losing data.	29	All	All
<b>50</b> CASS should provide the ability for a user to access online policy manuals. Access to the manuals should be context-sensitive in that policy displayed should be related to the field and/or screen from which policy manuals were accessed. Policy should also be accessible from pop-up windows displaying error messages and/or on-line help.	26	All	All
<b>51</b> Field and screen level help will provide instructions for data fields as well as references to policy manuals.	24	All	All
<b>52</b> Online help must be context specific in that when help is requested, only help for the specific field is displayed. Users should not have to routinely use menu screens or indices to access help for specific fields or screens. Users will need the ability to access help when not in a data capture mode.	23	All	All
<b>53</b> Online help must be accessible during all online sessions.	22	All	All
<b>54</b> Provide for summary level client and assistance unit data. Provide the ability to drill down to lower level case or person data from the summary level.	6	All	All

## Current Requirements

Requirement	ID	Program(s)	System(s)
<b>55</b> Help screens for a specific field should provide a description of the field, valid entries for the field, and guidance for resolving specific errors that may be identified. Where cross-field edits apply or there is existing policy, the help screen should include hyperlinks that allow the user to navigate to the associated field to review and/or correct the information or navigate to the associated policy.	20	All	All
<b>56</b> Historical versions of the Division' s policy and procedures must be maintained and available for inquiry. For display purposes, the current version should be presented as a default with the ability to see historical versions.	30	All	All
<b>57</b> Ability to save what has already been done and go into another case/screen, and so forth, without losing what has already been done.	17	All	All
<b>58</b> Data collection process must provide for a flexible, easy, and efficient method or methods for the user to move around the system, from screen to screen, and system to system.	16	All	All
<b>59</b> Data collection must bypass certain questions or screens that are not needed for specific program determinations or are irrelevant based upon data already entered into CASS (for example, questions/screens addressing pregnancy will not display for households consisting of all males). Data collection process must be developed to ensure that the asking of questions and collection of data are not unnecessarily repeated.	15	All	All
<b>60</b> Any known data in the CASS database or available via on-line interfaces with other systems should be automatically displayed on screens for the user' s review. Where possible, the data should be used to populate the fields to reduce data entry required from the user.	14	All	All
<b>61</b> CASS should provide user different modes of screen access based upon type of action being performed. For example, on applications and/or redeterminations, system should guide the user through a pre-established flow based upon the data being entered or changed. For changes, the system should provide the user the ability to select via drop down windows and navigate to only those screens needed to enter changed or new information. System must edit the data entry process to ensure that all necessary data is present prior to determining eligibility or issuing benefits.	12	All	All
<b>62</b> During online entry of data, system must edit data to ensure that all fatal edits are passed (for example, those that would prevent the data from being saved to the database). The system must track and require resolution of all non-fatal edits and require entry of data that must be present prior to disposition (for example, approval, denial, discontinuance) of the action. Where necessary, the system must provide the capability for designated staff to override fatal edits, as appropriate.	10	All	All
<b>63</b> CASS must allow users to access help without leaving the screen. Any data entered prior to accessing help must be retained on the screen and not lost.	21	All	All
<b>64</b> All transactions should create historical updates to the database. An audit trail of all transactions should be created that identifies the date, time, user, and end-user device that initiated the transaction.	95	All	All
<b>65</b> Provide for all of the Division' s policy and procedure manuals to be accessible to workers online. Current programs include Work First New Jersey, Temporary Assistance to Needy Families, Food Stamp, Medicaid, Emergency Assistance, General Assistance, Child Care, Home Energy Assistance, Social Services for the Homeless, and the Tax Offset Program.	27	All	All
<b>66</b> Allow specific cases or data within a case to be protected from general access or viewing and allow limited authorized access only.	74	All	All
<b>67</b> System must be flexible and easy to modify in a timely fashion, including the flexibility to easily add and change data elements and to easily (i.e., via tables or business rules) modify system functionality to reflect policy changes.	97	All	All
<b>68</b> CASS must provide the capability to flag certain cases to not be purged or to be purged in less than normal time frames if mandated.	92	All	All

## Current Requirements

Requirement	ID	Program(s)	System(s)
<b>69</b> All participant history will be maintained online, enabling quick and easy retrieval, for a minimum of three years after a case is closed, or indefinitely if the case has a claim or other special circumstances.	91	All	All
<b>70</b> CASS must maintain a history of all status changes for a case or individual.	90	All	All
<b>71</b> CASS should provide for the systematic purging of full cases or selected data for a case or individual based upon New Jersey data retention policies for each program supported by the system. There will be some instances where data should never be purged including, but not limited to, situations where a claim exists against the case or individual, the case is in litigation, or there is unreimbursed child support.	89	All	All
<b>72</b> Active cases will remain on the database as long as the case remains active.	88	All	All
<b>73</b> CASS functionality must include regular backup of data, software and documentation in secure, fire-proof, and waterproof storage facilities.	83	All	All
<b>74</b> Provide an audit process which will make all data accessible to state and federal audit staff.	80	All	All
<b>75</b> CASS should support an online integrated test facility for audit purposes. This testing facility should be a mirror image of the production environment and must be separate from the production environment. There will also be a need for a version of the system that could be used for training as well.	79	All	All
<b>76</b> CASS must support the ability to audit actual cases in the production environment for all programs supported by the system including Child Support and Medicaid. Pseudo cases will be processed through the CASS test environment. Automated audit software packages should be utilized, where available.	78	All	All
<b>77</b> CASS must facilitate administration of all programs within its scope by providing at least the following: system security, system and data backup, client confidentiality, fiscal controls, internal controls, system archiving and purging, mass change capability, and data conversion.	98	All	All

## Current Requirements

Requirement	ID	Program(s)	System(s)
<b>Client Registration</b>			
1 During the interactive interview at application or redetermination and during case changes, collect or maintain information at both the case and individual level.	166	All	FAMIS GAAS
2 Capability to collect all raw information required to support computation requirements for all programs. Users should never be required to calculate an amount outside CASS for entry into the system.	167	All	FAMIS GAAS
3 CASS must update the Central Active Client Index.	867	All	FAMIS
4 CASS must have the ability to send or receive information from ACSES in an on-line real-time mode. Data to be received from ACSES could include an application for benefits taken by a child support worker, non-cooperation decisions for recipient, or case/member demographics captured as a part of the Child Support interview. Likewise, CASS must provide ACSES with information on a case or member' s status with WFNJ or Medicaid or when any information changes during an investigation, redetermination, or case change for the case members or absent parent.	527	AFDC Eligible Medicaid Medicaid WFNJ GA-General Assistance WFNJ TANF- Temporary Assistance to Needy Families	FAMIS
5 Refer all clients that must participate in WFNJ or FS ETP work requirements to case managers or Dept. of Labor on a daily basis.	525	WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance Food Stamps	FAMIS GAAS
6 Determine on an ongoing basis a client' s work registration and/or WFNJ or FS EPT status.	524	WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance Medicaid Food Stamps	OMEGA
7 Data must be edited for validity and consistency with existing case/member data as it is entered into the system.	175	All	FAMIS GAAS
8 Collect program-specific data when application is processed for a particular program.	170	All	FAMIS GAAS
9 Intake process consists of registration of application for assistance, clearance on all individuals related to a case showing past and present participation, assignment of case and unique client identifiers, identification of immediate needs including screening for Expedited Services for Food Stamps, and collection of data to support the full application process.	113	All	FAMIS GA EBT
10 At a minimum, provide the functionality currently available in the interface with OMEGA.	523	WFNJ TANF-Temporary Assistance to Needy Families	FAMIS OMEGA
11 Register all referrals for Child Care Services into the system and provide a mechanism for assigning unique identifiers to each individual including parent/caretakers and each child.	104	Child Care	FAMIS CARES
12 CASS must provide the capability to record and update results of the participant' s assessment, employability plan, and Agency/Participant Agreements. User must have the ability to easily re-sequence activities or correct the Individual Responsibility Plan or employability plan over time.	136	WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance Food Stamps	OMEGA
13 CASS system must be able to determine a member' s need to comply with WFNJ or FS ETP work requirements at the time of application and subsequent determinations. Information regarding a member' s status must be available for inquiry at any time.	129	WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance Food Stamps	OMEGA
14 Provide capabilities to support the WFNJ (TANF and General Assistance) and FS ETP work requirements and all related case management activities.	123	WFNJ GA-General Assistance WFNJ TANF- Temporary Assistance to Needy Families Food Stamps	OMEGA

## Current Requirements

Requirement	ID	Program(s)	System(s)
<b>15</b> Client will be allowed to select those types of assistance for which he chooses to apply. However, system must support the ability to determine potential and actual eligibility for all possible programs if indicated by the worker. For Medicaid, the system must have the ability to determine eligibility in other programs if a member is denied, or discontinued from eligibility in one Medicaid program.	121	All	FAMIS GAAS
<b>16</b> Collect certain categories of non-financial information regardless of program involvement.	169	All	FAMIS GAAS
<b>17</b> CASS must perform online and batch duplicate checks using variables such as the participant' s name, birth date, race, sex, Social Security number, and individual number to identify duplicate participation for all programs.	103	All	FAMIS GAAS
<b>18</b> Capability to screen potential eligibility for all programs based on input of limited income, asset, and household composition data.	105	All	FAMIS GAAS

**Current Requirements**

Requirement	ID	Program(s)	System(s)
<b>Eligibility Determination</b>			
1 Determine the Patient Pay amount for Long Term Care (LTC) cases.	331	Medicaid AFDC Eligible Medicaid	FAMIS
2 Display on-line the results of the eligibility determination to the worker for confirmation or override.	318	All	FAMIS GAAS
3 System must fully support the calculation of deemed income and/or resources of non-recipients to assistance units for all programs. The system must calculate the appropriate deductions, deemed income, or income based on the type of deemor, such as stepparents, parents of minor parents, parents of pregnant minors, alien sponsors, spouse of the non-parent caretaker relative, disqualified clients, ineligible aliens, Long Term Care spouses, ineligible spouses, and other deemors as established by program policy.	316	All	FAMIS
4 System must automatically calculate eligibility start and end dates at both the program level and at the individual level, as well as the redetermination, recertification, and closing dates, allowing worker override capability. For certain programs with maximum limits for receipt (for example, TANF Cash Assistance, General Assistance, Emergency Assistance) system must maintain a counter of the number of months assistance has been received by adults in the cases. Using data received from other systems such as ACSES, the system must automatically calculate months that can be bought back through the "buy back" process to reduce the number of months benefits have been received for a case or a person. allow authorized persons or systems to reflect "buy back" processes that reduce the number of months received by the amount of Child Support received from an absent parent. At the present time, only full months of eligibility are considered for the "buy back".	309	All	FAMIS GAAS
5 Referral to the JOBS program will occur simultaneously with approval of the AFDC benefit.	561	AFDC Eligible Medicaid	OMEGA
6 System must be able to approve or deny eligibility for programs independent of each other.	308	All	FAMIS GAAS
7 The system must prevent or limit client participation in a program for a period of time according to individual program policy, with worker override capability. The system must calculate the duration of the period of ineligibility for situations including but not limited to the following: Averaging the excess of a lump sum, Transfer of assets, Intentional Program Violation, Non-cooperation with WFNJ, Non-cooperation with FS ETP, Non-cooperation with CSE, and Voluntary quit.	310	All	FAMIS GAAS
8 The system must automatically calculate the length of time a recipient has participated in a program or related programs and maintain a "clock" that can be viewed by the users. The counter should be automatically updated using data from other systems to support the "buy back" process. Authorized users must also have the ability to update the time clock (add or subtract) months of coverage based upon any information that may be known outside the system(s) or interface processes. When the number of months benefits received are changed, the system must share this data with ACSES electronically.	731	AFDC Eligible Medicaid WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance	FAMIS GAAS
9 CASS must ensure that a worker confirms the results of a benefit calculation prior to the generation of an issuance record or benefits for the person or case. In some situations, supervisory approval may also be required in addition to the worker's confirmation prior to issuance of benefits.	337	All	FAMIS GAAS
10 The system must allow the worker to establish a benefit start and end date that is different from the system calculated benefit start and end dates, as needed.	340	All	FAMIS
11 Apply different determinations, summations and calculations by examining key factors such as: Program (such as AFDC), Program Type (such as Unemployed Parent), Client status (such as pending applicant), and Client Participation Status (such as alien sponsor or an individual whose income or assets are deemed available).	333	All	FAMIS GAAS



## Current Requirements

Requirement	ID	Program(s)	System(s)
12 Application/case change screens will provide for the update and editing of all information required for registering participants for WFNJ.	559	WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance	FAMIS
13 In addition to benefit amounts, CASS must have the ability to calculate amounts for which a recipient may be obligated to pay. For institutionalized person this may be referred to as the "private pay amount; for Emergency Assistance and Child Care, this may be referred to as a "co-pay" amount. .	840	EA-Emergency Assistance Medicaid	GA
14 Process each program independently and control the order of related program processing. For example, the Food Stamp case would consider TANF cash assistance in determining the Food Stamp allotment amount. Therefore, eligibility for a related TANF cash assistance case should be processed prior to the Food Stamp determination, if all required data has been captured and verified.	307	All	FAMIS
15 CASS must automatically pro-rate benefits for applicable programs (for example, Food Stamps, General Assistance, TANF) based upon the system-calculated benefit start date, as well as future dates if the assistance unit or client is not eligible for a full month of benefits.	339	Food Stamps WFNJ GA- General Assistance WFNJ TANF-Temporary Assistance to Needy Families	FAMIS
16 Collect and maintain eligibility determination data to enable immediate and consistent program policy enforcement.	272	All	FAMIS GAAS
17 Invoke Benefit Calculation logic on-line for application processing, ongoing case changes, and historical case changes.	334	All	FAMIS
18 System must be capable of performing recoupment functions including, but not limited to, automatically adjusting benefit amounts by an allowable recoupment amount.	269	Food Stamps WFNJ GA- General Assistance WFNJ TANF-Temporary Assistance to Needy Families	FAMIS GAAS
19 Eligibility determination functions must be performed based on the input of raw data.	268	All	FAMIS GAAS
20 Perform all budget calculations for all programs.	267	All	FAMIS GAAS
21 Determine all factors of eligibility, including non-financial, income, and resources.	266	All	FAMIS GAAS
22 All case transactions for programs supported by CASS must be automated providing the capability for a paperless process, to the extent possible. If completely paperless, system must support the capture of electronic signatures from clients or other parties required to sign the application or other program related documents.	265	All	All
23 Fully support the eligibility determination requirements for WFNJ - General Assistance.	264	WFNJ GA-General Assistance	GAAS
24 CASS must provide screens to collect resource assessment information and calculate spousal contributions from a client to a non-institutionalized spouse based upon Medicaid' s spousal impoverishment rules.	342	Medicaid	FAMIS
25 Automate all aspects of eligibility determination by processing all individual and program eligibility factors prior to calculation of the benefit amount.	301	All	FAMIS GAAS
26 On-line editing to prevent case actions from occurring that may be incorrect or inconsistent with program policy.	271	All	FAMIS GA EBT
27 Based upon raw data entered during data collection, determine an individual' s program eligibility, all subsequently required data elements, and processing tasks appropriate for the information provided.	273	All	EBT GAAS
28 For each program, capture or calculate and store (at a minimum): program status, application date, begin and end dates of eligibility, and vendor start and stop dates. System must allow capability for authorized users to override the edits, if appropriate.	278	AFDC Eligible Medicaid WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance EA-Emergency Assistance	FAMIS GAAS

## Current Requirements

Requirement	ID	Program(s)	System(s)
<b>29</b> Manage the deductions included in the eligibility determination process, as appropriate for the program. Examples of deductions include, but are not limited to, medical, shelter, dependent care, utilities, roomer/boarder, Food Stamp support deductions, spousal/family allowance and Child Support Enforcement (CSE) collections.	293	All	FAMIS
<b>30</b> Exclude and track real property and/or any non-liquid resource for disposal.	291	All	FAMIS GAAS
<b>31</b> The system should evaluate the client' s status during the eligibility determination process to determine if there has been a disqualification or penalty previously established and if that disqualification or penalty has ended or "cured". Information regarding disqualifications or penalties for a member should also display to the worker during the intake process.	290	All	FAMIS GAAS
<b>32</b> Determine the appropriate budgeting method, including use of an actual and/or monthly averaging concept, and fully support prospective budgeting.	286	All	FAMIS GAAS
<b>33</b> Test for eligibility following the completion of each phase of the eligibility determination process, providing pass/fail information on the non-financial, resource and asset, and income status of each assistance group.	280	All	FAMIS GAAS
<b>34</b> Automatically manage all of the critical start, end and effective dates for all automated eligibility and benefit calculation processes, including adverse action periods.	283	All	FAMIS GAAS
<b>35</b> All applications entered into the system must be assigned a status code either by the system or user. Examples of status codes include, but are not limited to, pending, withdrawn, approved, closed, denied, and suspended. In addition, the system must track information that would indicate if an application was denied or closed but referred to another agency/program or was approved but a third party will not accept payment in the form of a voucher or check.	270	All	FAMIS GAAS

## Case Management

<b>1</b> CASS must have the ability to ensure that applications received and entered into the system are completed timely. This includes generating alerts to the worker and supervisor identifying cases nearing the time limits. Additionally, system should include a function that allows a worker and/or supervisor to identify applications that may need to go beyond the standard processing time limits due to unusual circumstances.	790	All	FAMIS
<b>2</b> CASS must provide the capability for supervisors to assign and reassign a WFNJ case manager to each participant.	296	WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
<b>3</b> The system must provide the worker and/or other users the ability to select specific parameters (for example, a date range) that can be used to select and display alerts of a specific type or for a specified date range.	346	All	FAMIS GAAS
<b>4</b> CASS must provide an online display of alerts to supervisors, administrative supervisors, and other state or county management staff based upon criteria entered by the supervisors to identify specific types of case actions and/or workers for whom the supervisor wishes to monitor the outstanding work or alerts/actions that have not been acted upon. This functionality should provide a tool for measuring the workload status of the workers in the supervisory unit or office, as well as any other grouping of workers for case assignment purposes.	349	All	FAMIS

**Current Requirements**

Requirement	ID	Program(s)	System(s)
<b>Disbursements</b>			
1 CASS must support issuance of one-party or two-party checks. Additionally, system must support the tracking of the status of the payment to a vendor/client. This includes, but is not limited to, check cancellations, stop payments, voids, and reissuances. System must produce an aging report on all outstanding checks.	425	Child Care WFNJ GA- General Assistance WFNJ GA-General Assistance EA- Emergency Assistance	OMEGA CARES
2 Provide capability to hold payments and release them on-line.	401	Child Care EA-Emergency Assistance HEA-Home Energy Assistance Medicaid WFNJ GA-General Assistance WFNJ TANF- Temporary Assistance to Needy Families	OMEGA GAAS
3 Support multiple and overlapping supportive services authorizations as well as multiple providers within a timeframe.	432	WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance	GAAS OMEGA
4 Record and track authorized time periods for payment, prohibiting unauthorized payments.	430	All	FAMIS GAAS
5 Record authorization of each supportive service approved for the participant through on-line entry of authorization data.	429	WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance EA-Emergency Assistance	OMEGA CARES
6 CASS must have the ability to issue one payment to a vendor for multiple clients and services in a given time period.	426	Child Care WFNJ GA- General Assistance EA- Emergency Assistance WFNJ TANF-Temporary Assistance to Needy Families	CARES OMEGA
7 Identify Food Stamp allotments as monthly, daily, expedited, supplemental, restoration, replacement, or retroactive.	421	Food Stamps	FAMIS
8 Reconcile benefits according to all federal and state program requirements.	418	All	All
9 CASS must provide for daily as well as monthly issuances of Food Stamp benefits through Electronic Benefit Transfer.	405	Food Stamps	FAMIS
10 CASS must allow workers, with supervisory approval, to authorize issuance of replacement checks and/or vouchers or reissuance of checks and/or vouchers that are issued outside the EBT or EFT process.	406	Child Care EA-Emergency Assistance HEA-Home Energy Assistance NJCK- New Jersey Cares for Kids WFNJ GA-General Assistance WFNJ TANF- Temporary Assistance to Needy Families	OMEGA GAAS
11 CASS must automatically generate notices required by all programs to be sent to participants, clients, and providers.	443	All	FAMIS GAAS
12 Generate all Medicaid ID cards as well as replacement cards as needed, with printing of replacement I.D. cards in the local office if requested.	409	AFDC Eligible Medicaid Medicaid	FAMIS
13 CASS must support an interface between CASS and MMIS that ensures consistency between Medicaid card issuance and Medicaid eligibility for claims.	410	AFDC Eligible Medicaid Medicaid	FAMIS
14 CASS must provide the capacity for on-line inquiry into all issuance files at a summary or detailed level.	416	All	FAMIS GAAS
15 Medicaid cards will be system-generated with the correct TPL and HMO information on them.	411	AFDC Eligible Medicaid Medicaid	FAMIS
16 Capability to issue all benefits and/or vendor payments through EBT or EFT.	428	WFNJ GA-General Assistance WFNJ TANF- Temporary Assistance to Needy Families Food Stamps	FAMIS GAAS

**Current Requirements**

<b>Requirement</b>	<b>ID</b>	<b>Program(s)</b>	<b>System(s)</b>
17 CASS must provide automated capability to support child care payments, generation of notices, and provider activities.	459	Child Care NJCK-New Jersey Cares for Kids	CARES OMEGA
18 Provide for daily issuance of replacement and special one time payments.	400	Child Care EA-Emergency Assistance HEA-Home Energy Assistance NJCK-New Jersey Cares for Kids WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	FAMIS GAAS
19 CASS must support the issuance of TANF, General Assistance, Child Care, Medicaid, or Food Stamp benefits on a monthly schedule. CASS must support the issuance of all programs including those listed above on a daily basis as needed for new payments for new applications/members, special payments, supportive payments.	398	WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families Food Stamps Medicaid AFDC Eligible Medicaid Child Care	FAMIS
20 CASS must generate and mail payments and vouchers to participants and/or vendors, as appropriate.	436	All	OMEGA CARES
21 Allow for the issuance of the supplemental payment, if appropriate.	615	WFNJ TANF-Temporary Assistance to Needy Families Food Stamps WFNJ GA-General Assistance HEA-Home Energy Assistance EA-Emergency Assistance	FAMIS GAAS
22 CASS must support the reconciliation of issuance records generated by the system and the benefits issued through EBT or EFT.	783	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	FAMIS GAAS
23 CASS must support the issuance of benefits to new, special cases, and supplemental payments for cases/recipients on a daily basis.	399	All	FAMIS
24 CASS must provide recoupment and recovery functionality for all appropriate programs.	462	All	FAMIS GAAS
25 Produce notices to providers listing all participants authorized to receive the provider' s services, and listing payments per reporting period by participant.	446	Child Care Child Care WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance NJCK-New Jersey Cares for Kids	OMEGA CARES
26 Automatic generation of authorization notices to participants and providers.	445	All	FAMIS GAAS
27 Clients who have requested fair hearings will be identified during the issuance process so that, when appropriate, the previous benefit amount can be continued pending the outcome of the fair hearing.	392	All	FAMIS GAAS
28 Recoupment/recovery function will allow recoupment of overpayments for authorized payments.	441	All	FAMIS GAAS
29 CASS must include the ability to issue 1099 forms. User must have the ability to adjust 1099 totals, as appropriate, and be able to send the 1099 information to the state or export to other financial systems (e.g., child care).	403	Child Care EA-Emergency Assistance HEA-Home Energy Assistance NJCK-New Jersey Cares for Kids WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA GAAS
30 Issuance must include: vendor payment; vouchers; allow for client or provider reimbursement; produce direct payments to providers; avoid payment over the maximums; allow for one payment for single or multiple time periods and in the case of providers, for multiple clients; allow for two-party checks, co-payments; calculation of over/under payments; generate 1099 forms; and allow for off-setting.	465	Child Care EA-Emergency Assistance HEA-Home Energy Assistance NJCK-New Jersey Cares for Kids NJCK-New Jersey Cares for Kids WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	GAAS OMEGA

## Current Requirements

Requirement	ID	Program(s)	System(s)
<b>Notices</b>			
1 CASS must routinely produce the appropriate client notice for each affected assistance unit and automatically compute the effect of a cash assistance grant change on any related assistance unit	546	All	All
2 Where appropriate, the system must ensure the participant' s rights and responsibilities are printed on all appropriate documents.	153	All	FAMIS GAAS
3 CASS must provide users with the ability to review and release notices prior to their generation and sending at the local or central office level. The system must also support the automatic release or stopping of certain notices identified by the state (e.g., mass mailing resulting from mass changes, program changes).	836	All	FAMIS
4 Notices must conform to all program requirements.	474	All	All
5 Number of pages per notice will be unlimited.	479	All	All
<b>Interfaces</b>			
1 Internal Revenue Service (IRS): Match information against the IRS files for verification of unearned interest income information for recipients as well as applicants. IRS security measures will be followed for the safeguarding of IRS information.	513	WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance	
2 CASS must be capable of receiving daily, monthly, or quarterly information from the ACSES system that includes absent parent insurance information for children receiving medical assistance.	816	AFDC Eligible Medicaid Medicaid WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	ACSES - Reengineering FAMIS
3 Provide an interface between CASS and iACquire to support printing of reports.	824	All	FAMIS OMEGA
4 Provide an interface between CASS and IBM printing services to support printing of reports, labels, notices, checks, Medicaid cards, and forms.	825	All	OMEGA HEAP
5 Provide an interface between CASS and the NJ State Treasury to support offset of state tax returns.	828	WFNJ TANF-Temporary Assistance to Needy Families HEA-Home Energy Assistance	SOIL SOIL/HEA
6 Perform an automated interface match with, but not limited to the following: Department of Labor, Social Security Administration, other states such as New York, Massachusetts, and Pennsylvania.	497	WFNJ TANF-Temporary Assistance to Needy Families	FAMIS GAAS
7 Department of Labor (DOL): Match all recipients against the DOL' s unemployment compensation and wage files. Unemployment compensation match will identify individuals receiving unemployment compensation and the wage match will identify individuals on the state wage file. Worker will be alerted on-line to matches for resolution of any discrepancies in client information.	512	WFNJ TANF-Temporary Assistance to Needy Families	IEVS
8 Interface with the federal Disqualified Recipient System for fraud and intentional program violation information. CASS will prevent recipients disqualified from Food Stamp participation from having benefits reinstated prior to the end of the disqualification period. Override capability will allow authorized individuals to reinstate program participation where deemed appropriate.	514	Food Stamps	FAMIS
9 Beneficiary Data Exchange (BENDEX): Initiate and track accretion and deletion activities on all clients and identify and alert the worker when a client' s SSA entitlement amount or Buy-In status changes.	504	WFNJ TANF-Temporary Assistance to Needy Families	FAMIS

## Current Requirements

Requirement	ID	Program(s)	System(s)
<b>Hearings and Appeals</b>			
1 Produce all fair hearings notices, forms, and reports.	594	All	BARA
2 Support the fair hearings process for all programs including, but not limited to, TANF, Food Stamps, GA, SSI, Medicaid and NJ Cares for Kids, through CASS.	591	All	BARA
3 Allow BARA, county, and municipality workers to view and/or update the system, to the extent they are permitted, with fair hearings requests, status, and applicable dates.	592	All	BARA
4 Information from the fair hearings screens will be used to track the fair hearings process and resolution, and produce local agency worker alerts to initiate the extension of continued benefits according to individual program policies.	593	All	BARA

## Reporting

1 Compile data at the worker level, and then accumulate the data into unit, office, county area and statewide totals.	666	All	All
2 CASS shall be able to accumulate reporting data over time for daily, weekly, monthly, quarterly, annual, and other totals.	671	All	All
3 To support federal reporting cost allocation processes, CASS must provide selected users with the ability to enter results of random moment time studies on a periodic basis. Authorized staff at the county and/or state level should have the ability to enter and/or adjust the findings as needed. CASS should support the creation of all reports related to the time study and maintain this data historically. The system must have the ability to track the completion of these studies and alert appropriate users when data entry is nearing its past due timeframe or is past due.	839	All	FAMIS

Using data entered at the local agency level regarding administrative costs, benefit data maintained by the system, the results of the random time study, and other data in CASS, the system must support the generation of the cost allocation report as needed.

**Current Requirements**

Requirement	ID	Program(s)	System(s)
<b>Overpayments</b>			
1 Collect by benefit month the reason for the benefit error, such as agency error, client error, or fraud/Intentional Program Violation.	612	SACWIS-Child Welfare Medicaid Food Stamps WFNJ GA-General Assistance AFDC Eligible Medicaid EA-Emergency Assistance	ABACUS
2 CASS must support the establishment of multiple claims for the same case or persons and maintain and process each one separately from the other' s).	628	All	ABACUS
3 Generate all notices to the client for recoupment and collection activity.	629	All	ABACUS
4 CASS must support the assignment of a claim to a claims unit worker or other county staff authorized to process claims. Some counties have specialized units for processing claims, others rely on the existing eligibility staff to complete the claims calculations.	633	All	ABACUS
5 CASS must fully support the automatic recoupment of benefit amounts for repayment of overpayments using a percentage of the benefit amount to be paid. Recoupment for a specific claim could be applied to one or more related cases. CASS must have the ability to adjust the recoupment amount when the claim balance is less that the recoupment amount based on the percentage of the benefit amount.	797	Food Stamps WFNJ TANF- Temporary Assistance to Needy Families WFNJ GA- General Assistance	FAMIS
6 CASS must generate all files required to support TOPS and SOILS treasury offset processes using appropriate criteria for selecting the cases/members to be sent. Additionally, the system must provide an indicator to the user to identify those cases/members that were selected by TOPS or SOILS to be sent to federal/state tax authorities and when the referral was initiated. When cases/members have been selected by TOPS or SOILS for submission, CASS should provide an electronic file validating the current status of the overpayments including current balances.	800	Food Stamps WFNJ GA- General Assistance WFNJ TANF-Temporary Assistance to Needy Families	ABACUS
7 Recoupment must automatically cease when the outstanding balance is recovered.	313	WFNJ GA-General Assistance WFNJ GA- General Assistance Food Stamps	FAMIS GAAS
8 Overpayments will be tracked from the moment of discovery until the overpaid amount is completely recovered.	600	All	ABACUS

## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>General System</b>			
1 CASS must support on-line availability of written procedural manuals for all levels of users and staff available. Manuals must be accessible at all times to users and audit personnel.	51	All	All
2 Flexibility to be easily modified as WFNJ or FS ETP agreement data, screens, and requirements change.	226	All	All
3 If system times out for any reason while a worker is updating a case, that case should be released for inquiry or update by other users.	730	All	All
4 All system interactions must be "user-friendly."	749	All	All
5 CASS must support both upper and lower case text.	751	All	All
6 CASS should provide document imaging capabilities for all staff and all programs.	758	All	All
7 System must provide Geocoding capabilities for all programs for all clients. For example, state may want reports based upon client's proximity to specific services or providers.	808	All	All
8 Users should not be required to view, select from, or enter obscure codes; clear names or descriptions should be presented for all values or options.	726	All	All
9 CASS must provide user help in the form of online alerts, user help screens, and on-line user manuals.	25	All	All
10 Where users have the ability to enter text to system (e.g., case narrative, free-form text on notices), CASS must utilize and support robust word-processing capabilities.	725	All	All
11 The CASS vendor must establish a standard users manual and procedures, and a fully-certified application maintenance plan.	56	All	All
12 CASS must be designed to ensure system can recover from disaster.	82	All	All
13 CASS must support local backup procedures for daily and periodic backup, and restoration of data and collections files.	84	All	All
14 Development or consideration of hardware / software vendor-supplied services for backup and storage.	85	All	All
15 CASS must include processing restart and recovery capabilities at all system levels.	86	All	All
16 All case and individual data, whether stored online or offline, must be held in history for timeframes that are consistent with the data retention requirements for the programs that are associated with the case or individual. Where data is stored offline, the data should be made available for online inquiry within 24 hours of online request for the information.	93	All	All
17 CASS will make provisions for maintenance and update of system tables and files. There are some worker codes that are updateable both centrally and locally. CASS needs to support updates at various levels.	96	All	All
18 Provide for on-line inquiry to the following information sources. This may include direct access into certain files, as well as access into reformatted inquiry screens from other sources containing only Division specified data: Unemployment Compensation File; Department of Labor (DOL) Wage File; Automated Child Support Enforcement System (ACSES); Medicaid Management Information System (MMIS); On-line Management for Economic Goal Achievement System (OMEGA); Childcare Automated Resource and Eligibility System (CARES); Files maintained by the Division of Youth and Family Services (DYFS); Files maintained by the Motor Vehicle Commission; Files maintained by the Bureau of Vital Statistics; SSA Enumeration File; SDX File; BENDEX File; and Other sources.	7	All	All
19 For ad hoc reporting, provide a pre-view capability using a partial set of data or limited number of cases prior to running the full report. This will allow the user to modify the programming or selection criteria.	717	All	All



## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>20</b> The system must have online tutorials that will provide guidance to staff as well as online wizards that would provide a script to guide entering of questions.	710	All	All
<b>21</b> The system must provide on-line, real-time update and access for all participants. Although data is stored, CASS must not issue benefits for those cases where supervisory approval is needed.	566	All	All
<b>22</b> CASS must interface and have inquiry capability with the following: Automated Child Support Enforcement System (ACSES), for alimony and child support information, DOL for wage matching and the ALEX file, Local Office On-Line Payments System (LOOPS), DABS, CASS, Housing and Urban Development (HUD), State Data Exchange (SDX), SOLQ, and Alpha-X.	550	All	All
<b>23</b> Capability of processing a trial mass change without updating the permanent case records and producing reports on the effect of the trial mass change.	548	All	All
<b>24</b> Process a mass change for cost of living adjustments, including changes in Medicare Premiums Cost of Living Adjustments (COLAs) to state and federal benefit payments.	544	All	All
<b>25</b> Proposed systems and architecture should allow Department to migrate off the proprietary platform.	690	All	All
<b>26</b> The system must allow more than one user to view or inquiry a case at the same time. Update capability should be limited to only one worker at a time with alerts or a popup window displayed to other users inquiring the data indicating an update action is in progress.	729	All	All
<b>27</b> There is a need to add an ability to do "what ifs" for policy and program changes for data that is loaded to tables.	715	All	All
<b>28</b> Increase flexibility in screen-to-screen and system-to-system movement by providing a number of capabilities including: Context sensitive Help Screens; On-line Policy Manuals; Capability to save work in progress; On-line Reports of Contact and other case narratives; Easy access to interface data files; Scrolling of benefit months forward and backward from the current month; and Easy access to Unit Schedule summary.	11	All	All
<b>29</b> Proposed system must use an open systems infrastructure. System must maximize use of industry defined standards, interoperability between system platforms, minimize manual activities, eliminate the redundant entry and retrieval of data; and move data capture, editing, and review processes to the point of entry, with no "hand-off" between people and organizations.	691	All	All
<b>30</b> Proposed solution for CASS must provide for integration of systems.	692	All	All
<b>31</b> The requisite systems need to be in place to support access and data security, particularly as computing usage becomes more ubiquitous among State, County and Municipal workers, as well as the general public.	697	All	All
<b>32</b> A disaster backup plan needs to be implemented and fully tested for CASS. In addition, systems must perform crosschecks and tracking for fraud detection and prevention.	698	All	All
<b>33</b> System must eliminate redundant entry and retrieval of data.	701	All	All
<b>34</b> CASS design must support access to the CASS application, data and files using alternative methods such as Xtranet. Counties (Morris and Monmouth) are Xtranet Partners with the State and using their own networks to access State systems. The CASS must not exclude this access, if granted by the State.	719	All	
<b>35</b> CASS should provide users with the ability to enter unlimited freeform comments or case narrative from any screen within the system.	721	All	All
<b>36</b> If data is moved to offline, CASS must provide the ability to retrieve the data within 24 hours. If data is requested, remove at the end of cycle or 5 days whichever is greater.	714	All	All

## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>37</b> CASS must address all requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) as they relate to the sending or receiving of standard transaction, privacy of protected health information, and security of health related data. System must be capable of protecting the confidentiality of all data for all programs captured and stored in CASS.	831	All	FAMIS
<b>38</b> For those times when the CASS system is down or not accessible, system must support the local capture of data for uploading to the main database once the system is available.	830	All	FAMIS

## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>Client Registration</b>			
1 Collect the results and reason of the eligibility determination and benefit calculation; other appropriate financial information including recoupment/collection, benefit history at the case and client level, and notice history specific to the program.	188	All	FAMIS GAAS
2 The process for developing an Individual Responsibility Plan and identifying appropriate activities must be flexible and case worker driven, allowing the plan to be tailored to the individual participant.	156	Food Stamps WFNJ GA- General Assistance WFNJ TANF-Temporary Assistance to Needy Families	FAMIS
3 Data fields will record the date the WFNJ and FS ETP agreements are signed to identify the date each agreement became legally binding and the date the agreement will end.	159	Food Stamps WFNJ GA- General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
4 Capable of producing referral forms for manual delivery to other agencies that cannot accept automated referrals, such as the Veterans Administration.	165	All	FAMIS GAAS
5 Collect income and resource data to be used in all eligibility modules, although treatment of income and resources and allowable deductions vary according to program.	171	All	FAMIS GAAS
6 Collect data in a logical sequence that is easy to navigate.	176	All	FAMIS GAAS
7 CASS must allow workers are able to navigate the data collection screens with minimal disruption to the natural flow of information.	178	All	FAMIS GAAS
8 System must support collection of data which varies by program, by client age and status, by type of income or asset, and by a variety of other variables.	180	All	FAMIS GAAS
9 System edit criteria must encompass all variables to ensure that all required information is collected while at the same time enhancing user-friendliness of the on-line system.	181	All	FAMIS GAAS
10 Immediately alert the worker of all edit failures for correction with explanation of error and steps to correct the error in an easy to understand format.	182	All	FAMIS GAAS
11 Edit and review for required data on all input screens prior to authorization of benefits.	183	All	EBT GAAS
12 Generate an alert to the worker to identify them of an appointment that has been scheduled or cancelled within 24 hours by someone other than the worker assigned to the appointment.	202	All	FAMIS GAAS
13 At the end of the on-line data entry process, system must display a summary of the non-fatal errors that have not been resolved by the user.	186	All	FAMIS GAAS
14 Automatically track all appointments and have alert functions built in to notify users of the scheduled appointments or appointments that have been missed.	146	All	FAMIS GAAS
15 Allow for demographic data collection at the client level.	189	All	FAMIS GAAS
16 Information must be collected for all clients who are registered to any particular application.	190	All	FAMIS GAAS
17 Individual client data element fields must either be mandatory (required to be completed) or optional (not required to be completed), based on program policy.	191	All	FAMIS GAAS

## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>18</b> CASS must support the collection of case and client information. Types of information include, but are not limited to, the following: case/person demographics (e.g., addresses, names, birth dates, ethnicity, SSN#, citizenship data), Head of Household, Telephone number(s), Relationship data, disability/incapacity data, student data, program application data, voluntary quit or striker data, deprivation data, Work First New Jersey / Food Stamp Employment and Training (E&T) program data, asset and resource data, transfer of asset data, unearned income data, earned income data, income deduction data, shelter expense data, dependent care expense data, stepparent/parent expense data, alien sponsor data, spousal impoverishment data, pregnancy data, client medical expenses data, institutional care living arrangement data, IV-D program information, and fair hearings information.	192	All	FAMIS GAAS
<b>19</b> Based on data collected, process automated referrals to other agencies through on-line real-time or batch interfaces where possible.	193	All	FAMIS GAAS
<b>20</b> System must, on-line whenever possible or through the Letters function, allow workers to refer clients to other programs within and outside the Division by indicating which referrals are requested. System must allow the referrals to be printed at the local office level.	194	All	FAMIS GAAS
<b>21</b> Referrals may include a letter to the client with information about the programs, or a letter may be generated to send to the agency to which the referral is being made.	196	All	FAMIS GAAS
<b>22</b> CASS must track referrals and provide alerts to workers if follow-up is required.	197	All	FAMIS GAAS
<b>23</b> Provide both the capability to print individual screen information and to print the full case record.	198	All	FAMIS GAAS
<b>24</b> On-line screens must be provided to allow clerical staff and workers to schedule appointments for all eligibility and case management activities. System must have the ability to generate and mail all appointment letters.	199	All	FAMIS GAAS
<b>25</b> In addition to application and review/redetermination interviews, workers and clerical staff can schedule all appointments through the on-line appointment scheduling function.	200	All	FAMIS GAAS
<b>26</b> Provide navigation capability to move from worklist to calendaring to appointment letter generation.	201	All	FAMIS GAAS
<b>27</b> If non-critical data fails edits, the worker must be alerted and the system must update the database and append the transaction for correction at another system session.	185	All	FAMIS GAAS
<b>28</b> Case worker will have on-line access to all data gathered to date about any member of the household.	118	All	FAMIS
<b>29</b> CASS must include a timeout feature so that the user is locked out of the system/screen after there has been no activity by the user after a specified period of time. When the user clears the timeout, the system should bring the person back to the screens where the user was at the time of the timeout except when another user now has update capabilities for the case. Where a user has been timed out, the system must provide functionality that will allow other authorized users to acquire the update designation via an override process. The system must identify any user who has update capability on a case to anyone inquiring the case.	787	All	All
<b>30</b> Case notes must be able to block text of individual entries to authorized personnel only.	765	All	FAMIS GAAS
<b>31</b> CASS must support the electronic referral of persons applying for Cash and Medical assistance to the Child Support agency for a decision of cooperation with child support requirements. CASS must support all IV-D certification requirements for the exchange of data for IV-A referrals (now the TANF related cases). If referred after having been registered/cleared in the CASS system, the referral should include enough data to allow ACSES to establish a case automatically. This data includes, but is not limited to, client name, date of birth, sex, race, social security number, CASS case number, and related children.	812	AFDC Eligible Medicaid CSE-Child Support WFNJ GA-General Assistance WFNJ GA-General Assistance Medicaid	FAMIS ACSES - Reengineering

## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>32</b> CASS must be capable of receiving information online, real-time from the ACSES system regarding compliance with child support requirements and any case demographic captured by ACSES during the child support referral process. CASS must use this data to populate or update information in the system.	813	AFDC Eligible Medicaid CSE-Child Support Medicaid WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	FAMIS ACSES - Reengineering
<b>33</b> In case of domestic violence, role based security must be able to lock out information	738	All	FAMIS GAAS
<b>34</b> Counties must have the ability to assign workers to a case	736	All	FAMIS GAAS
<b>35</b> Must have Soundex search.	735	All	FAMIS GAAS
<b>36</b> Each individual will have a unique identification number that will be used through all systems.	107	WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance	FAMIS GAAS
<b>37</b> A unique identifying case number must be used throughout CASS.	108	All	All
<b>38</b> CASS must have the capability to accept an on-line integrated application for all programs into the database. Examples of programs include Work First New Jersey - TANF Cash Assistance, Work First New Jersey - General Assistance, Food Stamps, Emergency Assistance, Child Care, and Home Energy Assistance, and Medicaid.	111	All	FAMIS GAAS
<b>39</b> CASS must provide an intake function that consists of an on-line, real-time, standardized interactive, integrated interview for all programs including, but not limited to, Work First New Jersey - TANF Cash Assistance, Work First New Jersey - General Assistance, Food Stamps, Emergency Assistance, Child Care, and Home Energy Assistance.	112	All	FAMIS GAAS
<b>40</b> Valid, reliable data will be extracted from internal and external interface resources, including IEVS data, to automatically update individual/household information at point application is received. Where possible, external data should be retrieved from other system in on-line, real-time mode.	114	All	FAMIS GAAS
<b>41</b> Automatically generate and print the Individual Responsibility Plan/Employability Plan and Agency/Participant Agreement for the participant's signature, as needed. Where possible, system must support the capture of an electronic signature for the client.	152	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
<b>42</b> Maintain set of screens to record a minimum of information to provide: raw demographic information about each individual household member, sufficient information about each individual household member to automatically need for immediate assistance and/or determine eligibility for Expedited Food Stamps, and determine need for potential eligibility for any program.	116	All	FAMIS GAAS
<b>43</b> CASS must be capable of monitoring the completion of specific actions in the system and identify appointments that have been missed. System must produce alerts and generate related notices and notifications of non-compliance.	147	All	FAMIS GAAS
<b>44</b> Once an application is registered, all application timeliness tracking must be initiated, including identifying client and agency-caused delay. System must produce appropriate alerts for the worker and/or supervisor of action nearing appropriate time limits for processing.	119	All	FAMIS GAAS
<b>45</b> Automatically generate, without worker intervention, an application for client signature for each assistance group if the ability to accept an electronic signature from the client is not present.	120	All	FAMIS GAAS
<b>46</b> Automation for all activities required for the intake processes needed to accept referrals and applications for work activities, child care services, or special initiatives such as domestic violence, substance abuse, and mental health.	122	Child Care NJCK-New Jersey Cares for Kids TOP-Tax Offset Program WFNJ TANF-Temporary Assistance to Needy Families	CARES OMEGA
<b>47</b> Meet the federal functional requirements for all programs.	125	All	FAMIS GAAS

## Future Requirements

Requirement	ID	Program(s)	System(s)
48 System must allow caseworkers and case managers to have on-line access to all pertinent case data (application and case management data) for use in performing case management.	126	WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families Food Stamps	FAMIS GAAS
49 All WFNJ and FS ETP case management data should be linked to a member within the CASS database. When needed, existing case data in addition to case management data should be combined for any types of reporting by case or person.	127	WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families Food Stamps	FAMIS OMEGA
50 CASS must be capable to capture participant's status, component participation, and cooperation, and generate easily understood alerts for case management.	137	Food Stamps TOP-Tax Offset Program WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
51 CASS must maintain a full history for assessments, employability plans, and all Agency/Participant Agreements as they relate to WFNJ and FS ETP requirements.	139	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
52 Based on pre-determined characteristics, interviewing guides or indicators, system will assist workers in identifying factors related to employability and need to participate in work related activities.	142	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
53 Elements of the participant's employment goals will be collected during the assessment interview performed by the case manager or other provider/vendor.	143	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
54 CASS must provide automated appointment scheduling functions for all users to schedule cases for eligibility determinations, case reviews and redeterminations. System must allow all case managers to schedule appointments with client and to monitor work related activities.	144	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
55 Capability to automatically schedule appointments for actions coming due or allow workers to schedule their own appointments using the appointment scheduling process. Users must have the ability to block out time periods where they would not be available as well as define appropriate time periods for appointments being automatically scheduled.	145	All	FAMIS GAAS
56 Although a standard screen sequence must be developed, not all data collection sessions will necessarily follow the standard.	177	All	FAMIS GAAS
57 System must allow each authorized users the ability to enter data directly into the system, eliminating the need for numerous forms and data entry operators.	115	All	FAMIS GAAS
58 Collect initial demographic data and through the automated interfaces automatically refer the case to ACSES for a compliance decision and collection of absent parent and related information. Once the child support worker has finished, ACSES should send appropriate case and member data back to CASS.	528	AFDC Eligible Medicaid Medicaid WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	FAMIS
59 CASS must have the ability to identify "no show" or missed appointments and generate a worker alert for review and/or follow-up action.	203	All	EBT GAAS
60 CASS must support the ability to create and maintain an on-line application that can be reviewed by the user and client on-line or be printed on paper. CASS must have the ability to capture the signature of the client and the worker via an electronic pad to complete the application process and preserve the filing dates of the on-line application.	868	All	FAMIS GAAS
61 Design of screens and edit criteria must control presentation of screens to accommodate a data collection session for any or all assistance programs supported. Screens must be designed to ensure no duplication of data entry for any programs. User must also have the ability to access specific screens when performing case change or case maintenance type activities or inquiry.	172	All	FAMIS GAAS

## Future Requirements

Requirement	ID	Program(s)	System(s)
62 Receipt of child support payment information will automatically trigger an alert to redetermine and recalculate all affected cases on CASS.	535	WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families Food Stamps AFDC Eligible Medicaid Medicaid	FAMIS
63 Support an on-line, two-way, interactive interface with the Automated Child Support Enforcement System (ACSES).	526	WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance Medicaid AFDC Eligible Medicaid	FAMIS ACSES
64 CASS must provide functions for use by hot-line or navigator staff to collect case/member demographic information and refer the data and case to appropriate staff at the state or county level for action or follow-up. This include contracted agencies. CASS must track the referral process to ensure appropriate follow-up action is taken.	834	WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance	FAMIS
65 CASS must support all case processing related activities (for example, intake, eligibility determination, notices, payments, reporting) for the Kinship Program that provides child care subsidies. County or State staff can accept and process these cases or the cases can be referred to contracted agencies for action. Persons can be automatically eligible for Medicaid if the subsidy is received and system must be capable of initiating Medicaid coverage.	833	All	FAMIS
66 CASS must implement a statewide process for all DFD programs that provides for on-line screening and registration. The system must search the active Client Index (being developed by OIT) and CASS to determine if the client is a new, current, or past client using variable search criteria such as name, date of birth, Social Security Number.	699	All	FAMIS GAAS
67 System and data collection must be client focused to allow the implementation of a system-based case management, client centered system design, cross-program functionality, and support for improving public awareness of client services and how they are provided.	702	All	FAMIS GAAS
68 Case Narrative feature must include word processing capability.	216	Medicaid AFDC Eligible Medicaid Food Stamps WFNJ TANF-Temporary Assistance to Needy Families	All
69 Automatically generate alerts and start the conciliation process if a participant fails to keep a Child Support appointment without good cause.	208	All	FAMIS GAAS
70 CASS must have the ability to reschedule missed appointments allowing the member' s the opportunity to show good cause for non-compliance with attending an appointment.	207	All	FAMIS GAAS
71 Appointment scheduling function will monitor the following types of data: date of appointment, time of appointment, location of appointment, reason for appointment, and results (kept or missed).	205	All	FAMIS GAAS
72 Automatically produce and mail appointment notices for all participant appointments.	209	All	FAMIS GAAS
73 Generate the date the case narrative note was recorded and who recorded the information.	212	AFDC Eligible Medicaid Food Stamps WFNJ TANF-Temporary Assistance to Needy Families	All
74 Receipt of child support payment information will automatically trigger an alert to redetermine and recalculate all affected cases on CASS.	536	CSE-Child Support All	ACSES FAMIS
75 Inquiry capability must exist for scrolling the case narrative notes and allow for the worker to select a specific entry, such as a date, for review of case notes.	213	AFDC Eligible Medicaid Food Stamps WFNJ TANF-Temporary Assistance to Needy Families	All

## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>76</b> Automatically schedule WFNJ work activity or FS ETP appointments as well as allow the case manager to schedule appointments.	204	Food Stamps WFNJ GA- General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
<b>77</b> Case narrative function must be available from all on-line functions.	215	AFDC Eligible Medicaid Food Stamps WFNJ TANF- Temporary Assistance to Needy Families Medicaid	All
<b>78</b> Allow the worker access to record free-form on-line case or client notes.	211	AFDC Eligible Medicaid Food Stamps NJCK-New Jersey Cares for Kids	All



## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>Eligibility Determination</b>			
1 The system must generate an informational on-line alert to all workers informing them of a mass change, date implemented, and the changes that occurred as part of the mass change.	733	All	FAMIS GAAS
2 CASS must ensure that an individual is not enrolled in more than one managed care organization at a time.	325	AFDC Eligible Medicaid Medicaid	
3 When Medicaid eligibility ceases under one coverage group, the system must determine through roll down processing logic if Medicaid eligibility can or does exist under a different coverage group.	734	AFDC Eligible Medicaid Medicaid	FAMIS
4 System must track the adverse action time period for grant reductions and closures and automatically complete the action without user intervention.	732	All	FAMIS GAAS
5 Provide all appropriate support for the Managed Care Program including the identification of all persons who must participate in managed care, generation of an enrollment list for the enrollment vendor, automated assignment of providers, receipt of an enrollment/disenrollment file from the enrollment vendor, and generation from CASS to MMIS. When enrollment/disenrollment is received from the enrollment vendor, the Managed Care information should be uploaded for viewing and update (by authorized staff) on CASS.	321	AFDC Eligible Medicaid Medicaid	FAMIS
6 Online system edits must ensure that all required policy requirements and verifications have been provided prior to a final determination of eligibility or authorization and actual issuance of benefits. The system must be capable of identifying when entry of specific data or verification may be postponed or skipped entirely based on case circumstances (for example, expedited food stamps, enumeration, immediate needs).	274	All	FAMIS GAAS
7 The system must be capable of determining potential eligibility for a program based upon a minimal data set captured during the screening process as well as provide eligibility determinations for trial or "what if" situations. To support the claims process, the system must support the re-calculation of benefits for months in the past using eligibility standards and rules in place at that time.	727	All	FAMIS GAAS
8 CASS must calculate Medicaid spend down cases based upon existing income data as well expense data that may be entered by the worker over time. As expenses are entered, the system must determine if the spend down obligation amount has been obtained and alert the worker of this fact. If eligible, worker must have the ability to generate a local medical card for issuance to the client if present in the office.	343	Medicaid AFDC Eligible Medicaid	FAMIS
9 Determine if household members are eligible for Medicaid under any of the coverage groups offered by the Division. Prior to closing any Medicaid category of assistance, CASS will sequentially test eligibility for all coverage groups to determine if there is any coverage available.	306	AFDC Eligible Medicaid Medicaid	FAMIS
10 CASS must prohibit an individual from being enrolled in managed care and receiving fee-for-service Medicaid simultaneously.	326	AFDC Eligible Medicaid Medicaid	FAMIS
11 Provide for integrated eligibility processing.	303	All	All
12 Include benefit calculation processing for all programs supported by the CASS system including, but not limited to, cash assistance (Work First New Jersey - TANF, Work First New Jersey - Genial Assistance, Emergency Assistance, Low Income Home Energy Assistance, Social Services for the Homeless, Child Care), Medicaid, New Jersey Family Care, and Food Stamp programs.	330	All	FAMIS
13 CASS must support the ability of authorized staff (for example, central office management, fraud investigators) to create a false case for fraud investigation purposes; false case must not be detectable as false to anyone other than fraud investigators.	294	All	FAMIS
14 Support the program-specific calculations for educational expenses or self-employment income with on-line calculation screens.	292	All	FAMIS GA EBT

## Future Requirements

Requirement	ID	Program(s)	System(s)
15 CASS must provide the capability to easily identify and process reapplications by individuals/cases who were once determined ineligible due to income or resource caps but now may be eligible due to increases in program limits.	323	Medicaid AFDC Eligible Medicaid	FAMIS
16 Capability to determine retroactive Medicaid eligibility by collecting retroactive Medicaid as well as prospective information during the same system sessions.	287	Medicaid	FAMIS
17 For Medicaid, CASS must have the ability to process all combinations of assistance units to determine which is most advantageous to the client and/or family.	285	Medicaid	FAMIS
18 CASS must support the allocation of a specific payment across more than one program.	788	Child Care EA-Emergency Assistance NJCK-New Jersey Cares for Kids WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	FAMIS
19 When sanction or disqualification information is entered into the system or generated by the system, CASS must have the ability to automatically determine eligibility for the case(s) and/or member(s) impacted by the sanction or disqualification action.	791	All	FAMIS
20 Test for household or mandatory household unit composition to identify persons to include or exclude.	284	All	FAMIS GAAS
21 The system must check and alert worker if a sanctioned client is reapplying to confirm that all standards are met before assistance is approved.	763	All	FAMIS GAAS
22 CASS will automatically establish and maintain Medicaid eligibility for SSI recipients. This includes receiving and processing eligibility record received from the Social Security Administration and issuance of medical cards. Users, with appropriate authorization, should have inquiry capability to view this information once added to CASS.	760	SSI - Supplemental Security Income	FAMIS
23 CASS must be capable of receiving collections data from ACSES on a daily basis. When the collections information indicates ongoing child support exceeding the grant, CASS must recalculate eligibility using the ongoing child support collections and change the ongoing cash assistance or discontinue the case. Appropriate adverse action notices should be generated by the system and forwarded to the clients. CASS must also provide an easy process for reopening these cases should the ongoing child support cease. Appropriate alerts about this action should be generated for the responsible workers.	817	AFDC Eligible Medicaid Food Stamps Medicaid WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	FAMIS GAAS
24 Allow any case transaction to be automatically transferred online to the supervisor for final case disposition or approval. CASS must allow a supervisor to specify the criteria for the type of actions or workers for whom case actions require supervisory review and approval prior to disposition of the action.	319	All	FAMIS
25 CASS must allow a user to complete activity (for example, add, update, inquiry) on more than one case at a time. The system must allow a user to navigate to another system and back to CASS without having to log off and back on to the systems. Worker should return to CASS to same location where the worker left and not lose any data already entered to the system.	277	All	FAMIS GAAS
26 When automatically notified from ACSES that child support greater than the grant amount is being paid, CASS must initiate an automated determination of eligibility for the TANF cases. If appropriate, the case should be closed as quickly as administratively possible. CASS must provide an easy method for re-opening the case if ongoing child support should stop. Please note, that for those months where there are 5 weeks, the use of a 5 week calculation may not be appropriate for determining ongoing receipt. CASS must apply appropriate policy and procedure for determining the appropriate amount of the ongoing payment.	811	WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	FAMIS

## Future Requirements

Requirement	ID	Program(s)	System(s)
27 Fully automate the due date calculation, tracking, reporting, and worker alert functions for all pending applications, including Expedited Food Stamp applications.	263	All	FAMIS GAAS
28 System must provide the capability to produce a hard copy record of case and individual information, as well as hard copy document of case and individual calculations. Users should have the ability to designate the case, person and/or timeframes to be printed in hard copy form.	282	All	FAMIS GAAS
29 System will update an on-line database, maintaining history of all transactions.	281	All	FAMIS GAAS
30 When determining cash assistance, system must be capable of identifying portions of a grant that are attributable to a specific member. This information should then be made available to the ACSES system for use in child support activities including disbursements.	815	AFDC Eligible Medicaid Medicaid WFNJ GA-General Assistance WFNJ TANF- Temporary Assistance to Needy Families	FAMIS ACSES - Reengineering
31 At the conclusion of the interactive interview, the system should correct or modify potential assistance groups (or cases) for all public assistance programs to reflect detailed data captured during the interactive interview process. System should allow worker override to the decision process.	279	All	FAMIS GAAS
32 CASS must provide the worker with the ability to override system edits if it is an expedited/emergency case.	737	All	FAMIS GAAS
33 CASS must provide capability for supervisors to specify the types of actions and/or workers within their unit where supervisory review and approval is needed prior to the completion of the case action and generation of benefits.	759	All	FAMIS
34 Automatically calculate reduced and/or discontinued benefits for all programs for failure to cooperate, when appropriate.	289	All	FAMIS GA EBT
35 The system must recalculate benefits when a change becomes known that would impact authorized benefits not yet issued.	543	All	FAMIS GAAS
36 CASS shall determine eligibility for cash assistance clients who are automatically eligible for Medicaid coverage, Medicaid only clients and other medical programs administered by the Division. Each type of Medical Assistance eligible client will be designated as belonging to a coverage group or aid category for inclusion on the interface record. An interface between the Medicaid Eligibility determination in CASS and Medicaid information in MMIS shall support the transfer of necessary real-time information as well as scheduled data transfers.	507	Medicaid	MES
37 The CASS system must allow the eligibility determination calculator to be available in a trial or actual mode. The eligibility determination process must be available for use to determine potential legibility or actual eligibility in a given program.	540	All	FAMIS GAAS
38 All of the federal or state regulatory changes to eligibility standards, payment levels, deduction limits, and standard deduction amounts will be accomplished by Mass Change processing.	539	All	All
39 After an historical change is finalized, maintain both the original data and the newly-updated information on the database and be available for on-line inquiry.	336	All	FAMIS GAAS
40 System must support on-line real-time automated eligibility determinations and benefit calculation capabilities for all programs administered by the counties.	703	All	FAMIS GAAS
41 The CASS system should include a modeling process that could be used to gauge the costs associated with a mass recalculation of program benefits.	541	All	FAMIS GAAS
42 CASS must allow future data changes to be entered and automatically used to update the case at the appropriate time. System must ensure that all required verification is in place prior to completing the action.	288	All	FAMIS GAAS
43 Process a mass change that involves the development of new policy logic in response to changed federal or state regulations.	545	All	All

## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>44</b> Access the tables, standards, case data, client data, and system logic in effect for the benefit month being processed. The month being processed could be for any past month where the applicant has applied for or received assistance.	335	All	FAMIS GAAS
<b>45</b> Benefit Calculation logic must be based on the unique requirements for each assistance program supported. The logic, rules, and/or standards in affect for the month for which eligibility is being determined must be used in the benefit calculation process.	332	All	EBT GAAS
<b>46</b> Automatically determine eligibility and calculate the benefit amount for each month of application through to the current benefit month, including retroactive months.	341	All	FAMIS GAAS
<b>47</b> When new and/or additional data has been entered into an existing case, CASS must determine if an overpayment or underpayment may exist as a result of the new information for the past, current, or future months. If a potential overpayment or underpayment situation exists, the user should receive an online real-time alert while working the case.	607	All	FAMIS GAAS
<b>48</b> Certain sources of income, such as SSI, Social Security, and Unemployment Compensation payment amounts, must automatically be updated from the interface source and be considered in the eligibility determination and benefit calculation according to individual program policies.	315	All	FAMIS GAAS
<b>49</b> When the eligibility determination results in the closure or a case or member, system must automatically determine eligibility for other programs and/or transitional services and alert the worker on-line regarding the determinations or options available allowing the user to collect and/or take actions to complete the authorizations as needed.	835	WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance	FAMIS

## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>Case Management</b>			
1 Need to track assessment referrals and store data that is received. Assessment types include but are not limited to: substance abuse, alternative work experience, legal, counseling, mental health.	762	Food Stamps WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance	FAMIS OMEGA
2 System must track case sanctions/closure and alert child care worker so child care payments can be adjusted.	766	Child Care	All
3 System must allow supervisor to reassign cases to workers by individual case, groups of cases, or entire caseloads.	764	All	FAMIS GAAS
4 Must have fields to identify providers/vendors including but not limited to contract providers, registered providers, accreditations, license/unlicensed providers, and family member.	387	Child Care Medicaid TOP-Tax Offset Program WFNJ TANF-Temporary Assistance to Needy Families	CARES OMEGA
5 Case notes must have the ability to be marked confidential and viewed only based on security rules.	779	All	All
6 System must create case status for transitional services and track services received.	769	All	All
7 The system must provide the capability to add providers/vendors to a single file	386	Child Care NJCK-New Jersey Cares for Kids WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	CARES OMEGA
8 Allow printing of the waiting list without printing screen by screen.	384	Child Care NJCK-New Jersey Cares for Kids TOP-Tax Offset Program WFNJ TANF-Temporary Assistance to Needy Families	CARES OMEGA
9 When conciliation process is started alerts must go out to all program workers involved in case.	772	All	All
10 Capable of removing individuals from the waiting list automatically if they are selected for services.	383	Child Care NJCK-New Jersey Cares for Kids WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	CARES
11 CASS must ensure participants waiting lists(for example, child care, community work experience, alternative work experience) are matched to available providers based on the choice of the participant, the type of contract, and the type of eligibility.	382	Child Care EA-Emergency Assistance NJCK-New Jersey Cares for Kids WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA CARES
12 All child care programs must interface and have checks to confirm no duplicate payments are being paid.	776	Child Care	All
13 Waiting list must be prioritized by multiple criteria including but not limited to program type, type of care, level of need and funding source.	381	Child Care NJCK-New Jersey Cares for Kids WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	CARES
14 Waiting list capability must be provided to track the availability of child care and the priority of children for enrollment.	380	Child Care NJCK-New Jersey Cares for Kids WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	CARES

## Future Requirements

Requirement	ID	Program(s)	System(s)
15 Licensed contract providers, maintained on a single vendor file used by CASS, will be identified through the interface with Division of Youth and Family Services (DYFS) and Family Day Care Agency.	388	Child Care NJCK-New Jersey Cares for Kids WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	CARES OMEGA
16 Shared information will generate alerts for appropriate program staff.	567	All	FAMIS GAAS
17 Separate activity summary screens will be provided for each participant and each component.	454	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	All
18 Support a WFNJ component function for tracking and monitoring of conditional mandates, optional mandates, and other components.	452	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
19 Replace all of the alerts, tickler files, and case tracking and timeliness reports now performed manually with on-line alerts.	344	All	EBT GAAS
20 Cases requiring action will be tracked and displayed on the worker and supervisor (county optional) alert screen.	574	All	FAMIS GAAS
21 Alert capability will allow staff to send alerts to each other as well as provide automated alerts for specific actions and conditions.	573	All	FAMIS GA EBT
22 Through alerts function, automatically notify staff of any information which may effect program status including but not limited to the following: termination of benefits, change in exemption status, monthly grant payments, child support payments, and individuals added or deleted from the household.	572	All	FAMIS GAAS
23 Through the use of a single, unique identifier for each person, CASS will ensure that client data are immediately applied to the Managed Care case, providing accurate status and TPL data.	324	AFDC Eligible Medicaid Medicaid	
24 When a case manager identifies a change in employment or other case related information, the system should automatically initiate case change actions to case if appropriate. If not, then the system should produce alerts for the eligibility worker to take case action.	571	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	FAMIS
25 CASS must support the referral and tracking of children to the Early Periodic Screening and Diagnostic Testing (EPSDT) program. Required data that will be exchanged with MMIS.	509	Medicaid	MES
26 CASS will be updated with, but not limited to, the following: change in participant WFNJ exemption status, change in participant employment status, information related to exemption status, failure to cooperate with WFNJ, termination of WFNJ participation, and child care payment amounts.	568	WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance Child Care NJCK-New Jersey Cares for Kids	OMEGA
27 Perform other automatic case actions as defined by policy requirements.	317	All	FAMIS GAAS
28 Identify changes in status that affect exemption, refer applicants or recipients meeting non-exempt criteria, and automatically produce appropriate notices for the participant.	560	WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance Child Care NJCK-New Jersey Cares for Kids Food Stamps	OMEGA
29 Allow the worker to tailor the display of alerts by selecting the type of alerts desired, such as pending applications.	345	All	FAMIS GAAS
30 The system should allow the worker to select specific alerts for viewing by stipulating certain criteria such as case, client ID, type of alert, or data range. The type of alerts viewable must be based upon county' s specific parameters selected at the county level.	347	All	FAMIS GAAS
31 System must maintain an audit trail of who changed any information related to the case	739	All	FAMIS GAAS

## Future Requirements

Requirement	ID	Program(s)	System(s)
32 System must utilize on-line alerts to eliminate the need for manual tickler files, and provide assistance in managing caseloads through automated online case management tracking and automated report production that would eliminate the manual tracking reports.	704	All	FAMIS GAAS
33 CASS must allow IV-D workers access to the system for inquiry purposes.	537	CSE-Child Support WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	FAMIS
34 Allow supervisors the capability to identify the need for supervisory approval of specific case actions and/or worker at the county or work unit level.	320	All	FAMIS GAAS
35 Data fields will link each activity with the source provider, record provider data regarding attendance and progress for each participant, and associate the data with the appropriate time periods.	455	WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families Food Stamps	OMEGA CARES
36 CASS must be able to capture good cause status for all sanctionable requirements for all programs. If good cause for failure to comply is not established, CASS must automatically initiate sanction activity including the generation of notices, and establishing sanction periods.	570	All	FAMIS GAAS
37 Automatically generate the Agency/Participant Agreement for the participant signature if electronic signature is not available.	227	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
38 CSE pass-through and supplemental payment amounts must automatically be updated for all programs supported by the system.	314	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	FAMIS ACSES - Reengineering
39 Record and track full historical information on the participant' s participation in the various components or activities.	237	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
40 Notice function will have the capability to print and mail provider reporting forms which must be completed by the provider for case management activities.	236	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
41 CASS must allow the ability to cross-reference each provider with one or all members receiving services/activities.	235	WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families Food Stamps	OMEGA
42 CASS must have the ability to identify deviations in a participant' s attendance based upon data entered or received and notify the case manager through alerts.	234	Food Stamps TOP-Tax Offset Program WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
43 Capability to record and track progress for each participant as reported by the provider, including a measure of satisfactory participation, date of provider verification, and attendance over a specified period of time.	233	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
44 Following completion of case management activities, the system will generate alerts to the case manger to prompt a review of agreements and new activities.	232	All	All
45 Track all activities and components through begin and end dates, with the capability to track multiple referrals, assignments, and components simultaneously.	231	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA

## Future Requirements

Requirement	ID	Program(s)	System(s)
46 For cases/programs where an individual must participate in specific case management activities, CASS must provide case summary screens that displays information including, but is not limited to, the following: referral to program components or activities, activity begin and end dates, provider determination of satisfactory progress and attendance, determination of satisfactory participation, and history maintenance of participant activities.	230	Food Stamps TOP-Tax Offset Program WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
47 CASS should support the use of one provider/vendor file that can be updated at both the county and state levels for all types of vendors used to support the various programs. The system should provide automated capabilities for monitoring, tracking, and updating provider/vendor information.	239	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
48 CASS must support the ability to print and mail client/agency agreement or contracts (for example, Individual Responsibility Plan, Child Care Agreements) if the participant is not present in the office to sign the documents.	228	Child Care Food Stamps NJCK-New Jersey Cares for Kids WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA CARES
49 Establish and maintain the appropriate participant and child records required for administering child care services.	240	Child Care NJCK-New Jersey Cares for Kids	CARES
50 Cass will include data fields that can be used to record the dates that Individual Responsibility Plans (IRP), Child Care Agreement, or other contracts will begin and end. Where the contracts and/or agreements include multiple tasks, the system must allow tracking of estimated and actual dates.	225	Child Care EA-Emergency Assistance Food Stamps NJCK-New Jersey Cares for Kids WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA CARES
51 Capability to record and maintain in history multiple agreements as the employability plan evolves.	224	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
52 CASS must include functionality that allows a county or office to create a waitlist for a specific program and automatically add or remove persons from the waitlist based upon program availability and/or redeterminations of eligibility. The system must allow authorized users functionality to automatically sort and/or prioritize persons on the waitlist based upon county specific variables.	219	Child Care NJCK-New Jersey Cares for Kids Medicaid AFDC Eligible Medicaid	CARES FAMIS
53 CASS must support an interface with CAREFINDER, an accurate provider file used currently by UCCAs, for use in updating the vendor file to be used by CASS.	378	Child Care NJCK-New Jersey Cares for Kids	
54 Allow the case managers to enter sequenced tasks or activities and timeframes the WFNJ or FS ETP participant' s accomplishment of work activities and eligibility requirements. Case managers must also have the ability to re-sequence activities, if needed.	150	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
55 System must indicate any activity that is determined to be overdue on both the worker' s and supervisor' s alert list based upon parameters entered/selected by the supervisory staff within that county.	350	All	FAMIS GAAS
56 CASS must ensure that any update to individual or household information automatically causes a recalculation of eligibility for all related programs, when appropriate. Based upon some program rules or parameters, some programs may not require recalculation (for example, dollar amount of change reported is below threshold for reportable change in the food stamp program). A related program is one in which the client participates or has income and/or assets which affect the eligibility or benefit entitlement of another case.	304	All	FAMIS GAAS
57 CASS must ensure that Food Stamp assistance units with an expired certification date must be closed automatically after appropriate notice is system generated.	311	Food Stamps	FAMIS
58 Medicaid assistance units receiving Transitional Medicaid must be closed at the end of the period of transitional Medicaid eligibility.	312	AFDC Eligible Medicaid Medicaid	FAMIS



## Future Requirements

Requirement	ID	Program(s)	System(s)
59 CASS must allow the case manager to collect data that will record and maintain program characteristics, work assignments and activities, progress, and levels of participation.	229	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
60 Sequentially track the portions/components of the Individual Responsibility Plan or Employability Plan including the supportive services to be provided and activities to be undertaken by the participants.	250	Food Stamps TOP-Tax Offset Program WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
61 All verification tracking will be performed by the system.	261	All	FAMIS GAAS
62 Tracking includes application due dates, expiration dates, redetermination dates, and other actions needed that are recorded by the case worker.	260	All	FAMIS GAAS
63 Track all timeframes and produce alerts that notify the case worker of activities needed to process or maintain the case.	259	All	FAMIS GAAS
64 Once the time standard deadline is established, the system must generate an alert indicating the due date.	258	All	FAMIS GAAS
65 Alert workers to applications approaching the program time standard deadline.	257	All	FAMIS GAAS
66 Track satisfactory progress in education or training for periodic re-evaluation and produce alerts to notify workers of needed case action.	256	Food Stamps TOP-Tax Offset Program WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
67 Capability for the child care worker to establish alerts.	255	Child Care NJCK-New Jersey Cares for Kids	CARES
68 Automated alerts to the appropriate child care worker whenever certain conditions affecting eligibility are identified.	254	Child Care NJCK-New Jersey Cares for Kids	CARES OMEGA
69 On an on-going basis, automatically track conditions which affect participant status with WFNJ or FS ETP case management activities or other initiatives.	253	WFNJ GA-General Assistance WFNJ GA-General Assistance Food Stamps	OMEGA
70 Staff will have access to ad hoc reporting with the capability to print all data.	238	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
71 Generate alerts to identify ending dates of the Individual Responsibility Plan (IRP) or Employability Plan or its components.	251	Food Stamps TOP-Tax Offset Program WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
72 System must support the collection of data elements to record the basic elements of a member's individual responsibility plan to include, but not limited to, the following: participant's employment goal, supportive services to be provided to the participant, and WFNJ activities to be undertaken by the participant.	151	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA OMEGA
73 Alerts will be used to ensure monitoring of compliance with the Employability Plan.	249	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
74 Track child care supportive service referrals by linking the participant to all dependent children in the assistance group.	248	Child Care NJCK-New Jersey Cares for Kids	CARES OMEGA
75 Changes in exemption status for WFNJ, FS ETP, or other initiatives will be reported to the eligibility worker or case manager on-line at time of data entry. If other workers must be notified, notification should be complete through generation of alerts.	247	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	FAMIS GAAS
76 Fully automate the due date calculation, tracking, reporting, and worker alert functions for all pending applications, including Expedited Food Stamp applications.	246	All	FAMIS GAAS
77 Perform timeliness tracking on all applications and eligibility determinations/redeterminations including case changes.	245	All	FAMIS GAAS

## Future Requirements

Requirement	ID	Program(s)	System(s)
78 Provide tracking of all historical data for eligibility determination and payments.	244	All	FAMIS GAAS
79 Maintain status for each caretaker and child.	243	Child Care NJCK-New Jersey Cares for Kids WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	CARES
80 Record and track for child care for, both child and provider, number of hours in care, days in care, percentage of time in care, and status (full/part time)	242	Child Care NJCK-New Jersey Cares for Kids WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	CARES OMEGA
81 Establish and maintain a record of each provider/vendor which should include but not be limited to rate information, services provided, demographic information, and health and safety information.	241	All	CARES OMEGA
82 Generate alerts for system identified discrepancies between the various Individual Responsibility Plan or Employability Plan components.	252	Food Stamps WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
83 Capability to generate an alert when an automated verification sources return data for a client to inform the worker that an inquiry should be made to the automated verification interface screens.	363	All	FAMIS GAAS
84 Automated capabilities for identification of child care providers for the subsequent referral of children for available day care slots.	377	Child Care NJCK-New Jersey Cares for Kids	CARES
85 The system must have the ability to edit service types entered into the system and provide automated alerts to the user identifying conflicts in type of services authorized and time of services received. This check should also be performed periodically to identify cases that may need reauthorization.	809	All	OMEGA
86 Based on pre-determined criteria, the system will have the capability to automatically generate specific or overdue alerts to supervisors.	376	All	All
87 Date tracked and management events will automatically generate alerts, including, but not limited to, the following: scheduled appointment date, scheduled beginning component activity, end of ongoing component activity, authorization time for supportive services, and sanction expiration.	369	All	FAMIS GAAS
88 Capability to prioritize and sort alerts by various criteria, providing staff with optimal management resources.	375	All	All
89 The system must provide the supervisor and other administrators with alert summary screens to track the progress of the workers in the supervisory unit based on parameters entered by the supervisory or administrative staff for the selection and display of online alerts. Where possible, entry of data and/or completion of case actions should automatically clear alerts from the system.	351	All	FAMIS GAAS
90 Capability for workers to toggle between the alert screen and the case screen to take case action and return back to the alert screen.	374	All	FAMIS GAAS
91 Automatically remove alerts with the completion of certain activities and/or when the data element is updated.	373	All	FAMIS GAAS
92 Interfaces will allow communication though all programs and workers in the system and allow for cross program alert functionality.	372	All	FAMIS GAAS
93 CASS must allow users to create case notes in draft mode.	782	All	All
94 Workers will be able to generate an unlimited number of alerts per case as reminders.	371	All	FAMIS GAAS

## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>95</b> Automate tracking and intra departmental communication for cases that are referred to other system users in specialized administrative units such as Fair Hearing, Quality Control, DOL, UCCA, Claims Unit, or CSP.	365	All	FAMIS GAAS
<b>96</b> Allow workers to add their own alerts or send alerts to other workers by identifying the appropriate client or assistance unit and setting a future alert date for tracking.	360	All	FAMIS GAAS
<b>97</b> The system should display an individual worker' s pending alerts summarized, within type or sorted using other criteria entered by the worker or supervisor.	352	All	FAMIS GAAS
<b>98</b> Automatically transfer alerts associated with a specific case/member when that case is transferred to another worker or county.	358	All	FAMIS GAAS
<b>99</b> Capability to easily modify the criteria used to generate alerts at the county level or at a specific work unit level.	370	All	FAMIS GAAS
<b>100</b> Allow workers to delete alerts that cannot be automatically tracked and deleted by the system.	357	All	FAMIS GAAS
<b>101</b> CASS must provide the ability for authorized users to monitor participation rates in any specific program or category. When needed, the authorized users must have the ability to modify criteria to lower or raise prioritization used to assign clients to specific programs or tasks to ensure that the participation rates are met.	221	Food Stamps WFNJ GA- General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
<b>102</b> Track the type, volume and timeliness of a eligibility worker or case manager' s work activity for management purposes.	356	All	FAMIS GAAS
<b>103</b> Automatically track action taken and delete alerts from the display as the case actions and reviews are completed.	355	All	FAMIS GAAS
<b>104</b> CASS must provide a case transfer process that will allow authorized staff to assign and/or transfer one or more cases between workers, as well as assign and/or redistribute entire caseloads between workers or to other units on a permanent or temporary basis.	367	All	GAAS FAMIS
<b>105</b> The system must generate alerts to the worker and/or supervisor regarding pending cases, actions due within a supervisory-specified number of days, and action overdue. The alerts should be sorted by categories or other variables selected by the supervisor or worker.	353	All	All
<b>106</b> CASS must include an online alert function to provide system users (for example, caseworkers, case managers, supervisors) with prompts for upcoming participant events for clients entered into the CASS system.	368	All	EBT GAAS
<b>107</b> All authorized persons have access to update a case or specific aspects of the case, must have the ability to access the case narratives.	781	Child Care	CARES

## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>Disbursements</b>			
1 The system must be capable of tracking authorized funds that have not been issued in addition to funds already authorized and issued.	789	All	GAAS OMEGA
2 CASS must provide the ability to direct portions of a single payment to a vendor to more than one party. An example would include a need to send the vendor and IRS a portion of the check when an IRS garnishment (tax lien) is in place. System must also support the redirection of a check to the IRS based on a IRS garnishment rather than requiring the check to be voided.	786	All	CARES OMEGA
3 CASS must be capable of supporting all payment functions supporting the issuance of a payment to or on behalf of a client.	785	All	FAMIS GAAS
4 CASS must support the ability of authorized persons to manually adjust an automatically calculated benefit amount within specific parameters.	623	All	FAMIS
5 Maintain and report collection adjustments, such as recoupment deduction adjustments or recoupment status changes.	624	WFNJ TANF-Temporary Assistance to Needy Families Food Stamps WFNJ GA-General Assistance	GAAS FAMIS
6 Automatic generation of notices to service providers for referral and to request participation attendance and progress verification.	444	Child Care WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance Food Stamps NJCK-New Jersey Cares for Kids AFDC Eligible Medicaid	OMEGA GAAS
7 CASS should support the creation and maintenance of a file that maintains a single resource listing of providers/vendors used throughout the state to provide services such as supportive services or child care for WFNJ. Staff should be able to inquire and sort this file using one or more variables (for example, vendor name, county location, phone number, address).	449	All	OJD CARES
8 CASS must provide authorized users the ability to sort and produce listings on-line based on various pre-defined criteria, such as participant, component, provider/operator, or supportive services characteristics.	450	All	All
9 CASS must support the printing of checks in the local office when this option is selected by an authorized user. CASS must have the capability to assign a sequential check number and print all pertinent information on blank stock check paper in the local office.	784	Child Care EA-Emergency Assistance HEA-Home Energy Assistance NJCK-New Jersey Cares for Kids WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA GAAS
10 Automatically generate alerts whenever a participant' s attendance deviates from scheduled hours by more than a pre-defined tolerance level.	456	WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance Food Stamps	OMEGA
11 Authorization and utilization screens will provide management tools and allow projections.	460	All	FAMIS GAAS
12 Automated capabilities to process payment actions for administration of child care.	461	Child Care NJCK-New Jersey Cares for Kids	CARES
13 CASS must provide the capability to identify the availability of funds allocated by program type and encumbrance of these funds by user-defined time periods.	463	All	FAMIS GAAS
14 Provide tracking of each participants' utilization of allocated funds.	464	All	GAAS FAMIS
15 Post an entry to Benefit Issuance History for each benefit produced, including Medical Assistance Benefit Issuances such as Medicaid ID cards.	466	All	FAMIS GAAS
16 Generate alerts when the system identifies an invoice or voucher that is inconsistent with the supportive services authorization recorded on the system.	439	All	OMEGA GAAS

## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>17</b> CASS must produce all required federal, state, and local reports including, but not limited to the following: Financial Reports, Reconciliation Reports, and Issuance Reports. Where some parts of the report may require information that must be entered from outside the system, the system must populate the appropriate fields on the report to the extent possible.	422	All	FAMIS GAAS
<b>18</b> For Emergency Assistance, the CASS system must require worker and/or supervisor action on a quarterly basis prior to the issuance of the same type of assistance for subsequent months.	807	EA-Emergency Assistance	FAMIS GAAS
<b>19</b> Provide full support for payment issuance to participants and providers.	435	All	OMEGA CARES
<b>20</b> Generate alerts when an authorization limit has been reached and when a participant ceases component activity during a period of authorization.	434	Child Care EA-Emergency Assistance HEA-Home Energy Assistance Medicaid WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA CARES
<b>21</b> CASS must provide summary screens that provide a detailed listing of all benefits (for example, cash, vouchers, food stamps, medical cards) authorized and issued for a case over the life of the case. This summary screen should be available for anyone authorized to view the information.	433	All	FAMIS GAAS
<b>22</b> CASS must support the issuance of a payment to a vendor/provider for multiple clients and services for a given time period.	805	EA-Emergency Assistance HEA-Home Energy Assistance WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
<b>23</b> CASS must support the generation of one check to a provider/vendor that may include payment related to more than one case or person. The system must produce a "remittance advice" or recap of the cases, persons, and amounts included in the payment being made.	427	Child Care WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance EA-Emergency Assistance	CARES OMEGA
<b>24</b> To support the reporting for all administrative costs, CASS must provide templates that can be completed by local agencies and/or state fiscal staff on a monthly basis to enter receipts, expenditures, adjustments as they relate to specific funds or line items. The data entered would be maintained electronically and used to provide monthly, quarterly, and year-to-date totals at the local agency and state levels. There is a need to collect an electronic signature of the fiscal officers that would be submitted with the reports. Where data from the system could be used to calculate the amounts to be entered, CASS must populate the fields on this template automatically. Access to this data would be limited to authorized staff at the local agency and state levels. CASS would need to support reporting from using this data on a monthly, quarterly, annual, or as of a specific date (current or past). The system should support the ability to print these report or to generate a file in Excel or other software.	838	All	FAMIS
<b>25</b> CASS must support payments from the system that can be assigned to descriptive "buckets" identifying the funds/programs being used. Additionally, designated staff need the ability to add or close out payment types that can be used when updating the budget information.	810	All	ABACUS
<b>26</b> Capability to issue all benefits to residence, mailing address, or authorized representative addresses as well as to the local office.	393	WFNJ TANF-Temporary Assistance to Needy Families Food Stamps WFNJ GA-General Assistance EA-Emergency Assistance Child Care NJCK-New Jersey Cares for Kids	FAMIS GAAS
<b>27</b> CASS must provide the ability to track monies authorized or encumbered and the difference between encumbrances and approved contract amounts with the vendor or provider.	806	All	CARES

## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>28</b> Maintain a full history of all payments and/or services authorized for all cases or persons over the life of the case. This data must be available for viewing online.	431	All	FAMIS OMEGA
<b>29</b> Identify eligible cases and then issue all checks, Food Stamps, Medicaid cards, and Emergency Assistance payments to vendors.	390	All	FAMIS GAAS
<b>30</b> On-line screens will allow workers to record lost and stolen benefits, to request stop payment of a check, and authorize replacement benefits.	394	Child Care WFNJ TANF- Temporary Assistance to Needy Families Food Stamps WFNJ GA-General Assistance NJCK-New Jersey Cares for Kids HEA- Home Energy Assistance EA- Emergency Assistance	GAAS FAMIS
<b>31</b> Stop payment requests will be tracked through the automated system to minimize authorization of duplicate benefits.	395	Child Care WFNJ TANF- Temporary Assistance to Needy Families WFNJ GA- General Assistance NJCK- New Jersey Cares for Kids HEA-Home Energy Assistance EA-Emergency Assistance	FAMIS GAAS
<b>32</b> CASS will provide fully automated support for reconciliation of checks, vouchers, food stamps, and medical cards in order to account for issuance. System must support the generation of on-line or printed reports that provide a rollup of expenditures by program or by person for a designated time period.	414	All	EBT FAMIS
<b>33</b> CASS must support processes to ensure data exchanged with other systems is valid and intact. This could include providing reconciliation files that are matched against other systems or providing record counts that indicate the number of record sent and received.	415	All	FAMIS GAAS
<b>34</b> Automated inquiry will include: Transaction Inquiry, Benefit Issuance History, and Benefit Adjustment History.	396	Child Care WFNJ TANF- Temporary Assistance to Needy Families Food Stamps WFNJ GA-General Assistance NJCK-New Jersey Cares for Kids HEA- Home Energy Assistance EA- Emergency Assistance	FAMIS GAAS

## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>Notices</b>			
<b>1</b> Any notices requiring client signature while the client is present must be readily producible, along with co-pay amounts, fraud provisions, approvals, rate changes, adverse action, addenda, and other changes. Electronic signature by clients should be supported.	491	All	All
<b>2</b> CASS must provide the flexibility to support the printing of all program notices at either a central (state or county) or local facility. This should apply for both individual as well as groups of notices.	470	All	All
<b>3</b> Generated notices must include all reasons for an action taking place, and not be limited to one reason.	473	All	All
<b>4</b> CASS must support the selection of notice or letter content from pre-defined options for the preparation of custom notices and letters.	748	All	All
<b>5</b> CASS must be capable of maintaining a full history of notices and letters, as per the state retention requirements and the State Electronic Records Act, for all programs and must provide a simple means for searching , retrieving, and reproducing these notices and letters.	486	All	All
<b>6</b> CASS must be capable of displaying on-line a full reproduction of any notice or letter, both prior to it being printed and mailed as well as after it is sent.	487	All	All
<b>7</b> Capability to send notices to an alternate address, such as mailing versus residence.	484	All	All
<b>8</b> Capability to send notices to multiple parties, including the head of household, individuals within a case, payees, and to interested third parties such as attorneys.	485	All	All
<b>9</b> Need to have the ability to do mail merge using database from this system or other databases from the local office.	712	All	All
<b>10</b> All notice activity (including notice generation, review, modification, mailing, and return (if any)) will be recorded within CASS, including a time-stamp and identification of the user performing the action.	493	All	All
<b>11</b> CASS will automatically generate notices required by all programs.	490	All	All
<b>12</b> Case workers will have the ability to add free-form comments to notices.	447	All	All
<b>13</b> Notice text must be maintainable by non-technical users.	488	All	All
<b>14</b> CASS must support notices and letters that cross program boundaries and support the presentation of related information over multiple programs.	744	All	All
<b>15</b> CASS should be able to send notices and letters via email and fax as well as mailing of paper-based documents.	741	All	All
<b>16</b> CASS must support 2nd party (typically, a supervisor) review of all worker-generated or modified notices, including sending alerts, enabling reviews and approvals of the notices, and time-stamping all steps in this process. Counties should be able to establish and implement 2nd party review policy, including specifying the types of notices requiring review.	740	All	All
<b>17</b> In certain cases, notices must automatically make referrals to other appropriate programs.	475	All	All
<b>18</b> CASS must provide generic, customizable forms to permit simple creation of individual ad hoc notices or creation of county-specific templates/forms.	743	All	All
<b>19</b> CASS must support the addition of local and customized notices and letters by each county.	742	All	All
<b>20</b> CASS must be able to automatically produce notices and letters based on date and program-dependent criteria.	746	All	All
<b>21</b> CASS must support the ability to perform ad hoc queries and permit preparation of notices or letters based on the query results.	745	All	All
<b>22</b> Notice must be generated for the client indicating the reason for any case action.	298	All	All

## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>23</b> CASS must support the viewing and management of pending (i.e., not yet printed) notices and letters.	747	All	All
<b>24</b> CASS must provide the ability for authorized users to update templates, text, references to regulations or policy, or addresses without the need for systems staff. Users should have the ability to implement the changes immediately or to designate a date in the future when the new text should be used.	866	All	All
<b>25</b> CASS must maintain and track historical versions of notices and letters.	750	All	All
<b>26</b> Workers will have the capability to add free-form comments to all notices in accordance with their role and applicable policy. Existing text on state system-generated notices should not be changed.	481	All	All
<b>27</b> CASS must be able to generate, print, and distribute both adequate and timely notices as determined by individual case information and notification windows as per applicable policies.	480	All	All
<b>28</b> CASS must be capable of storing, retrieving, displaying, printing, and mailing notices and letters in multiple languages, including but not limited to Spanish, Russian, Chinese, Hebrew, Arabic, and Bosnian. CASS is not responsible for machine translation of English documents.	476	All	All
<b>29</b> All letters or notices sent to a client should be automatically added to the client' s case file and easily viewed from there.	752	All	All



## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>Interfaces</b>			
1 Housing and Urban Development (HUD): Interface with HUD to access housing subsidy and Section 8 subsidy data.	521	WFNJ TANF-Temporary Assistance to Needy Families	FAMIS
2 Through the IV-D interface, ACSES will automatically be notified of changes affecting child support cases, including notification of discontinuance of assistance payments.	532	WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families AFDC Eligible Medicaid Medicaid	ACSES
3 Interface will enable ACSES to identify absent parents who may also be recipients in other public assistance cases.	533	CSE-Child Support	FAMIS ACSES
4 Information regarding child support payments will be passed to the CASS from ACSES and will be updated on the database.	534	CSE-Child Support	FAMIS ACSES
5 Information must be available on a real-time basis with the following: CASS; ACSES; OMEGA; Division of Youth and Family Services (DYFS) system for Child Protective Services cases, Foster Care cases, and licensing; and CAREFINDER system.	597	All	FAMIS GAAS
6 Exchange information with other agencies and programs.	596	All	FAMIS GAAS
7 Collect unemployment insurance and wage data from the Department of Labor through an on-line interface.	587	WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
8 Refer participants on-line to the Department of Labor for assistance in locating employment.	586	WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
9 Alerts will be generated between CASS and ACSES.	580	AFDC Eligible Medicaid Food Stamps Medicaid TOP-Tax Offset Program WFNJ TANF-Temporary Assistance to Needy Families	ACSES
10 Public Schools: Exchange with the Department of Education to collect school attendance verification.	518	WFNJ TANF-Temporary Assistance to Needy Families	All
11 State Data Exchange (SDX): Identify and alert worker when a client begins receiving SSI benefits. Also identify when the SSI amount changes and update the unearned income amount, automatically redetermine eligibility, recalculate benefit amounts and generate all appropriate notices. Automatically update Medicaid cases from the records included in the SDX process.	505	SSI - Supplemental Security Income	FAMIS
12 CASS will provide automated information exchange with other DHS programs as well as with external federal, state, local, and commercial agencies.	576	All	All
13 Collect participant and program data through an interface with Job Training Partnership Act (JTPA).	584	WFNJ TANF-Temporary Assistance to Needy Families	OMEGA
14 Provide an electronic interface to credit bureaus (e.g., Equifax, Experian, TransUnion) to provide reports on former clients against whom CWAs have obtained a civil judgment.	822	CSE-Child Support WFNJ TANF-Temporary Assistance to Needy Families	OJD
15 Social Security Administration (SSA) Enumeration: Automatically initiate requests to SSA to verify Social Security Numbers and also receive and update new and verified SSN' s.	506	All	FAMIS
16 CASS must support the electronic exchange of data between local agencies and banks for account reconciliation or issuance processes.	837	All	ABACUS
17 Provide an interface between CASS and utility companies to provide a list of clients eligible for utility benefits, track annual consumption and arrearages, and provide benefit payment where EBT is available. Please note, that for those months where there are 5 weeks, the use of a 5 week calculation may not be appropriate for determining ongoing receipt.	829	HEA-Home Energy Assistance	LIHEAP USF

## Future Requirements

Requirement	ID	Program(s)	System(s)
18 Provide an interface between CASS and Lifeline (Department of Health and Senior Services) to share information about potential beneficiaries.	826	HEA-Home Energy Assistance	LIHEAP USF
19 Division of Youth and Family Services (DYFS): Match with the DYFS automated system for children who are in protective services, to determine if a client is paid as a DFD provider, and to provide update for other pertinent data, such as address.	503	AFDC Eligible Medicaid Medicaid WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families Food Stamps	All
20 CASS will capture full Third Party Liability (TPL) information and have the capability to transmit that data to the NJ MMIS TPL files. If necessary, changes to TPL files in the NJ MMIS will be reflected in the CASS TPL information. TPL unit will have inquiry capability into CASS. Provide communication between the Special Investigations and Recovery Unit and TPL for Medicaid overpayment recovery. Automatically generate all required TPL forms.	508	Medicaid	FAMIS MES
21 Childcare Automated Resource and Eligibility System (CARES): Refer to the Lead Child Care Agencies (LCCA) all individuals determined to be eligible for Child Care services. Include notices of potential eligibility to clients when the AFDC case closes, alerts to the LCCA or OMEGA worker when the AFDC case closes, or when the Transitional Medicaid period is shortened.	502	Child Care	CARES OMEGA
22 On-line inquiry capability to Medicaid eligibility for those hospitals that participate in the Blue Cross Network.	520	Medicaid	MES
23 Systematic Alien Verification for Entitlement (SAVE): Automatically interface with SAVE to verify the immigration status of aliens applying for assistance. Discrepancies will be resubmitted if the match fails.	515	All	FAMIS
24 Tax Assessors Office: On-line inquiry to the State Tax Assessor's Office to verify ownership of real and personal property.	519	WFNJ TANF-Temporary Assistance to Needy Families	FAMIS
25 Bureau of Vital Statistics: Provide verification of birth, death, and marriage on-line.	516	All	FAMIS
26 Motor Vehicle Commission: On-line inquiry into the Motor Vehicle Commission' registration files to verify recipient reported information concerning vehicle ownership.	517	WFNJ TANF-Temporary Assistance to Needy Families	FAMIS
27 Provide an electronic interface between eFunds and CASS to exchange data regarding client benefit history information, food stamp claims repayments, TANF and food stamp benefits, EBT adjustments, and EBT aging information.	821	WFNJ TANF-Temporary Assistance to Needy Families	FAMIS
28 Provide an interface for Child Care Agencies to update and inquire about child care activities and to receive electronic reports on a scheduled basis.	820	Child Care	OMEGA
29 CASS must support a process that allows the Child Support worker to send information to designated Family Assistance workers regarding contacts made with the client, absent parent, or other sources that may be beneficial for the Family Assistance worker.	818	AFDC Eligible Medicaid Food Stamps Medicaid TOP-Tax Offset Program WFNJ TANF-Temporary Assistance to Needy Families	FAMIS ACSES - Reengineering
30 CASS must support an on-line, real-time interface with the ACSES system. This include exchange of child support referral information, compliance indicators, cash benefits amounts, child support disbursements, DEFRA, and inquiry of CASS database by ACSES to locate an absent parent.	814	AFDC Eligible Medicaid Medicaid WFNJ GA-General Assistance WFNJ GA-General Assistance	ACSES - Reengineering FAMIS
31 On-line interactive interface with the ACSES, New Jersey' s IV-D system.	579	AFDC Eligible Medicaid WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families Medicaid Food Stamps	ACSES
32 An interface will exist between CASS and MMIS to support the exchange of all Medicaid eligibility information necessary to support MMIS processing requirements.	511	Medicaid	MES

## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>Hearings and Appeals</b>			
1 Provide an interface between the BARA system and CASS to provide Hearings and Appeals staff with necessary case information and to update CASS based on any results from the Hearings and Appeals process.	819	WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance	BARA
2 Provide access to all case and participant information, subject to information access privileges, needed to support the hearings and appeals process.	724	WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance Food Stamps NJCK-New Jersey Cares for Kids SSI - Supplemental Security Income	BARA

## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>Quality Control</b>			
1 Office of Surveillance must have the capability to create a false Medicaid case and Medicaid card in CASS for fraud investigation purposes. False case must not be detectable as false, except within MMIS. MMIS must be capable of identifying these cases to ensure that claims history is not altered by the false data.	510	Medicaid	MES
2 Integrated samples will be selected from appropriate universes, meaning that all cases included in the universe are appropriate for the type of review being performed, no duplication of cases exists within the universe, and sampling is performed in a manner that is not biased.	640	Food Stamps AFDC Eligible Medicaid Medicaid WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance	FAMIS
3 Capability to print all QC forms and will provide computer-generated client appointment letters, collateral notices, and release of information forms.	649	Food Stamps AFDC Eligible Medicaid Medicaid WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance	FAMIS
4 Capability to create a Quality Control (QC) case by automating the worksheet for all programs.	646	Food Stamps AFDC Eligible Medicaid Medicaid WFNJ GA-General Assistance WFNJ GA-General Assistance	FAMIS
5 Access to laptop computers to allow staff to perform reviews in the field, enter review findings, and then upload data to CASS.	645	Food Stamps AFDC Eligible Medicaid Medicaid WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance	FAMIS
6 Provide easy access to the QC sample and data for all authorized users.	644	Food Stamps AFDC Eligible Medicaid Medicaid WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance	EBT
7 On-line screens will provide for the entry of specific sample selection parameters by Quality Control staff for both active and negative sample groups.	641	Food Stamps AFDC Eligible Medicaid Medicaid WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	FAMIS
8 Integrate QC error data into an error prone profiling component for identifying cases and/or client who meet the error prone profile.	647	Food Stamps	FAMIS
9 Create the profiles and select the cases/clients that match the profile.	648	Food Stamps WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance Medicaid AFDC Eligible Medicaid	FAMIS
10 Quality Control reviewers and supervisors will be provided with the capability to send on-line alerts or generate case narrative to the assigned eligibility workers or supervisors concerning potential errors, corrections needed, other actions required, or information which becomes known through the QC process.	650	Food Stamps AFDC Eligible Medicaid Medicaid WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	FAMIS
11 Transmit quality control findings to the national QC system in Kansas City for downloading to the individual regional offices via the NIQCS.	651	Food Stamps	FAMIS
12 Support all federal and state quality control reporting requirements.	652	Food Stamps AFDC Eligible Medicaid Medicaid WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA-General Assistance	FAMIS

## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>13</b> Perform quality control sampling using statistically valid, automated sampling techniques.	639	Food Stamps WFNJ TANF- Temporary Assistance to Needy Families WFNJ GA- General Assistance Medicaid AFDC Eligible Medicaid	FAMIS
<b>14</b> Fully support Management Evaluation of the Food Stamp, Medicaid, and TANF programs: retrieve the review sample based on specified criteria, create listings and review schedules, compile data according to specified criteria, store updates to review schedules and data, and produce reports.	653	Food Stamps AFDC Eligible Medicaid Medicaid WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA- General Assistance	FAMIS
<b>15</b> Fully support quality assurance functions in all programs including federally required quality control sample selection, review and data transmittal, and management evaluation.	637	Food Stamps	FAMIS
<b>16</b> Quality Control staff will have the capability to draw special or supplemental samples as well as special audit reports.	642	Food Stamps AFDC Eligible Medicaid Medicaid WFNJ TANF-Temporary Assistance to Needy Families WFNJ GA- General Assistance	FAMIS

## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>Reporting</b>			
1 In addition to regularly scheduled reporting, provide for an ad hoc reporting capability to meet the unscheduled reporting needs of the program.	687	All	FAMIS GAAS
2 CASS must be able to produce TANF participation rate reports, at the county and state level, that meet the Federally-prescribed participation rate requirements.	780	All	All
3 System should be capable of recording and reporting on client "conditions" (e.g., homelessness, pregnancy, substance abuse treatment, etc.) including start and end dates of the condition. Note that such conditions are not necessarily on those for which a client is receiving benefits.	778	All	All
4 CASS must be able to report on both successful and rejected transfers of files or data across programs or to/from external partners.	777	All	All
5 CASS must support all Department, Division, State, and Federal record retention and record authentication policies.	775	All	All
6 CASS must support the ability to capture the County Welfare Agency Director' s or Fiscal Officer' s signature for use in submitting financial reports.	869	All	ABACUS
7 CASS needs to archive reports as well as sufficient data (and, if necessary, business rules) to enable drill-down capability on any summary numbers on the reports.	774	All	All
8 CASS needs to be able to produce "clock reports" identifying clients who have been on a program for a given period, clients whose benefits are expiring, etc. Cross-program and cross-state clock considerations must be accounted for.	771	All	All
9 CASS shall provide the ability to include electronic signatures on all electronic reports.	754	All	All
10 All federal reporting, as well as county fiscal reporting to the state, shall be capable of being performed electronically.	688	All	All
11 Ad hoc reporting to be run on immediate or schedule basis as identified by user.	713	All	FAMIS GAAS
12 System must include strong, timely, and accurate financial reporting and reconciliation components to meet various local, state, and federal reporting needs for accounting management. Such accounting functions are necessary to support historical reporting and audit purposes, to support local and statewide operations, and to support long-term planning.	707	All	All
13 Provide ability to perform ad hoc reporting against off-line data files for the CASS system.	720	All	FAMIS GAAS
14 CASS must be able to track and report on individuals as well as cases.	770	All	All
15 CASS must provide the ability to limit resources consumed by any ad hoc report.	768	All	All
16 CASS must maintain an audit trail of all transactions and support supervisory reports (ad hoc and scheduled) on all case-worker activities. The system should provide the ability to roll up the data at the worker, office, agency, municipality, county, and state levels.	757	All	All
17 CASS must support the end-to-end client workflow, beginning as soon as they first speak with a receptionist. For each client, must be able to track and report on when they came in, how many visits they made, what services they received, etc. It must also provide a "tickler file" for each client based on actions and dates in their client record.	756	All	All
18 For ad hoc reports that do require data processing assistance for writing new ad hoc reports, the new reports must be written and run within 48 hours of an official request.	870	All	All

## Future Requirements

Requirement	ID	Program(s)	System(s)
19 CASS must provide the ability to identify (based on user-specified criteria) and report on exceptional situations or behaviors (i.e., those outside of established parameters) to support detection of potential fraud or other problematic behavior.	755	All	All
20 The ability to design reports must be flexible enough so that reports can be generated to meet the need of all relevant entities, including but not limited to Federal, State, and local agencies; CWAs and municipalities, courts, vendors, and case managers.	753	All	All
21 CASS must provide ability to produce reports that aggregate data over all counties and municipalities as well as the ability to drill down to the case and individual level.	773	All	All
22 CASS must be able to produce and deliver all federal and State required activity reports as a by-product of the automated tracking of all process activities. This must not require any special actions by the worker.	656	All	All
23 CASS will support reporting of real-time (current) as well as historical data on-line.	676	All	All
24 Ad hoc reporting will meet the unscheduled reporting needs of the program.	682	All	FAMIS GAAS
25 Statistics regarding the efficiency and timeliness of all processes must be automatically compiled into the numerous reports required for Division management staff and the federal agencies involved. Reports shall be available to staff during the entire process. Ad hoc reports, with unrestricted search and filtering capabilities, should be easily available. Included in this should be the ability to specify timeframes for the data to be included.	655	All	All
26 CASS must produce at least the following types of reports: management reports, demographic reports, ABAWDS reports for food stamps, financial reports, interface reports, referral reports, managed care, HMO enrollment/roster reports, HMO geographic reports, recoupment/recovery reports, fair hearings reports, mass change reports, reconciliation reports, performance reports, worker productivity, caseload by case worker, client "clock" reports per program, quality control reports, client activity, local office forms, IV-D reports, overpayment, and ad hoc reports. For reporting of all payments (such as Emergency Assistance and General Assistance), system must track and report on what vendor was paid, when the service was provided and for what duration, when the payment was made, and how much was paid. Reporting must be at least at the worker, unit, office, agency, municipality, county, state, legislative district, and DYFS district office level. Client activity reports must report on where and when any client activities occur.	657	All	All
27 CASS must allow the user to locally request, view, print, search, and filter all reports or lists generated as a result of all tracking activities.	658	All	All
28 CASS must ensure consistent reporting, regardless of where or when a report is generated. It must support similar consistency for any reports based on projections of caseload, expenditures, or other data.	659	All	All
29 Flexibility to develop information on an ad hoc basis.	660	All	FAMIS GAAS
30 CASS must be able to produce reports that accurately support "what if" assessments of potential mass change impacts on caseload and benefits (on a detailed and summary level).	549	All	All
31 CASS must support the ability of managers to define and execute their own ad hoc requests, rather than rely on limited data processing resources to design and program new reports.	661	All	FAMIS GAAS
32 CASS must provide accurate and timely responses to the information needs of the Division, its sub-entities, and external partners.	662	All	All
33 On-line report features must be included that allow users to sort and select the information they need.	672	All	FAMIS GAAS
34 Support the capture, management, manipulation, analysis, modeling, and display of data for solving complex planning and management problems.	664	All	All

## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>35</b> Provide separate processes to accumulate the client, program, case and fiscal information in flexible format regarding every facet of the data included in the system, even if a data item is not currently included on a mandatory federal or state report.	665	All	All
<b>36</b> Provide all scheduled and ad hoc reports in an on-line and hard copy format, according to the user needs.	667	All	GAAS FAMIS
<b>37</b> CASS must provide unduplicated counts of clients and cases participating in multiple programs as well as providing per-program counts. Unduplicated counts over a specified timeframe must also be available as well as changes in count over time and recidivism levels and durations.	668	All	All
<b>38</b> Provide local office print capability for selected reports according to user needs.	669	All	FAMIS GAAS
<b>39</b> CASS must provide flexibility in the report formats and transparency in the report data aggregation and filtering criteria. Changes to data included in reports, whether pre-defined or ad hoc, should be easily viewed and (with appropriate privileges) modified by staff without the need for complex (re)programming.	670	All	All
<b>40</b> Staff will have ad hoc reporting capability.	677	All	FAMIS GAAS
<b>41</b> Users must be able to specify start and end dates and to request any breakout of data on a report, including worker, unit, office, county area and statewide.	673	All	FAMIS GAAS
<b>42</b> CASS must provide the ability to report on all data within the system (including but not limited to caseload, activities, financial and expenditures), in compliance with privacy and security considerations. It must also support reporting of cross-program data within a single report.	663	All	All



## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>Overpayments</b>			
1 If there is an overpayment, check the reconciliation process to determine if benefits were cashed.	622	Medicaid WFNJ TANF-Temporary Assistance to Needy Families Food Stamps WFNJ GA-General Assistance AFDC Eligible Medicaid EA-Emergency Assistance	ABACUS
2 Automatically calculate the recoupment amount and deduct it from the scheduled benefit issuance.	621	WFNJ TANF-Temporary Assistance to Needy Families Food Stamps WFNJ GA-General Assistance	FAMIS GAAS
3 Update benefit history with information regarding benefit errors, corrective payments, duplicate issuances, and recoupments.	620	All	FAMIS GAAS
4 Track collection activities and keep a historical record of outstanding claims balances.	619	WFNJ TANF-Temporary Assistance to Needy Families Medicaid Food Stamps WFNJ GA-General Assistance AFDC Eligible Medicaid EA-Emergency Assistance	ABACUS
5 CASS should support the issuance of refunds that are appropriate where payments are received for more than the remaining balance on a claim. System must produce alerts to appropriate workers to initiate changes in certain processes that could result in overpayments to the agency such as garnishment actions.	804	All	ABACUS
6 CASS must support the tracking of each claim referral, investigation, calculation, and payments and allow authorized users to view this outcome information at a summary or detailed level. Where necessary, CASS must produce alerts for the appropriate workers as needed to inform them of status or initiate specific actions.	634	All	ABACUS
7 CASS must support the generation of all overpayment/underpayment related reports for all programs. Where data may not be available to CASS for completion of the report, CASS should populate as many fields of the reports as possible.	803	All	ABACUS
8 Associate the claim at both the assistance unit and client level, depending on specific program policies.	617	WFNJ TANF-Temporary Assistance to Needy Families Medicaid Food Stamps WFNJ GA-General Assistance AFDC Eligible Medicaid EA-Emergency Assistance	ABACUS
9 Allow for the input of refund amounts, restitution amounts, manually received payments, and advance payment amounts.	625	WFNJ TANF-Temporary Assistance to Needy Families Medicaid Food Stamps WFNJ GA-General Assistance NJCK-New Jersey Cares for Kids AFDC Eligible Medicaid EA-Emergency Assistance	ABACUS
10 Provide an interface to FNS to report treasury offsets to repay non-entitled Food Stamp benefits and to determine whether a debt was offset, a refund on a debt was made, or a reversal was performed. Please note, that for those months where there are 5 weeks, the use of a 5 week calculation may not be appropriate for determining ongoing receipt. CASS must apply appropriate policy and procedure for determining the appropriate amount of the ongoing payment.	823	Food Stamps	TOP FAMIS

## Future Requirements

Requirement	ID	Program(s)	System(s)
11 Automatically update the appropriate accounts and balances through this function and display by assistance unit all recoupment/collections activity on an accounts receivable screen.	626	WFNJ TANF-Temporary Assistance to Needy Families Food Stamps Medicaid WFNJ GA-General Assistance NJCK-New Jersey Cares for Kids AFDC Eligible Medicaid EA-Emergency Assistance	ABACUS
12 Provide an interface with the NJ Lottery to identify winners for whom there is an outstanding debt.	827	TOP-Treasury Offset Program	TOP
13 Generate an on-line alert to the Claims Unit, where they exist in a county) as a result of a worker initiated referral that has been entered on-line. The referral will include appropriate case/person demographics as well as supporting information regarding the specific claim.	632	All	ABACUS
14 CASS must support the ability to generate all forms, letters, and receipts necessary for processing the recovery of overpayments.	630	AFDC Eligible Medicaid Food Stamps Medicaid NJCK-New Jersey Cares for Kids WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	ABACUS
15 Support multiple recoupment situations where one claim is being recouped from multiple assistance units.	627	WFNJ TANF-Temporary Assistance to Needy Families Medicaid Food Stamps WFNJ GA-General Assistance AFDC Eligible Medicaid EA-Emergency Assistance	ABACUS
16 When a potential overpayment is discovered for a Medicaid case, CASS must produce an electronic referral to Medicaid requesting medical payment information (including service dates) for the period of the overpayment. If available, CASS should accept an electronic file from Medicaid where this information is used to automatically update the claims data to the extent possible without worker intervention.	802	AFDC Eligible Medicaid Medicaid	FAMIS
17 For historical changes, compute what the benefit should have been and determine the overpayment error amount using the program requirements, eligibility tables, standards, and system logic in place for the benefit month being calculated.	610	All	ABACUS
18 Alert function will allow the case worker and Claims Unit worker to communicate with each other and provide updates.	635	AFDC Eligible Medicaid Food Stamps NJCK-New Jersey Cares for Kids Medicaid WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families	FAMIS GAAS
19 When historical change results in an overpayment, if appropriate the system must establish the claim, generate and track the demand notices, initiate recoupment, and allow for suspension of the claim.	616	WFNJ TANF-Temporary Assistance to Needy Families Medicaid Food Stamps WFNJ GA-General Assistance AFDC Eligible Medicaid EA-Emergency Assistance	ABACUS
20 If an individual fails to cooperate with required eligibility factors, system will generate alerts for the appropriate worker to initiate disqualification or sanction activities.	569	All	FAMIS GAAS
21 Provide an increased level of automation to the discovery, calculation, referral, investigation and recovery of erroneously paid assistance.	599	All	ABACUS

## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>22</b> CASS must support immediate online communication of critical information and activity status between the worker and claims specialist. This support includes an online referral process that allows the worker or other person identifying a potential claim to enter supporting information regarding the claim. Where appropriate, CASS should require supervisory approval prior to submission of the claim referral. Once a potential claim is referred, system must implement case tracking to ensure claim is processed (for example, investigated, calculated, established) timely.	601	All	ABACUS
<b>23</b> Claims processing will use an integrated approach to this function that will include the following: Full historical eligibility processing for all prior months based on the logic in effect for that month. Tracking of collection activities and keeping a historical record of outstanding claims balances. Maintenance and reporting of the appropriate accounts and balances. Display of all recoupment/recovery activity on an accounts receivable screen. Tracking of processing multiple types of claims and recoupments simultaneously, including the balance, amounts of recoupments and claims, & amount collected to date. CASS must ensure data available for inquiry and update in an on-line, real-time mode and must be trackable at the case and member level.	602	All	All
<b>24</b> Support the collection of historical data, recalculate historical benefit months, allow for and track recoupment and collection activities, have the capability to calculate and account for all overpayments and underpayments, and produce all necessary reports to meet state and federal requirements.	603	All	ABACUS
<b>25</b> Claims process must be automated to allow the following functions to be processed on-line: establishment of a new claim, modification of an existing claim, suspension of a claim, termination of a claim (closed prior to claim being paid in full), and closure of a claim (closed once claim is paid in full). System must capture status codes in addition to reason codes (for example, bankruptcy, person deceased, claim not collectable).	604	All	ABACUS
<b>26</b> Calculate overpayments/underpayments retroactively when mass changes are implemented.	605	All	FAMIS GAAS
<b>27</b> When the historical change results in an underpayment, the system must determine the existence of an established overpayment claim and invoke offset processing, if appropriate.	614	WFNJ GA-General Assistance WFNJ TANF-Temporary Assistance to Needy Families Food Stamps AFDC Eligible Medicaid	GAAS FAMIS
<b>28</b> When several months of benefit errors may comprise one claim, CASS must maintain both the total claim amount as well as the overpayment amount for each of the benefit months included in the claim. This information should be available for use in creating client notices (for example, demand letters) or other documents/reports where the totals from each month must be reported.	613	All	ABACUS
<b>29</b> For all overpayments, CASS must maintain a history of the original balance, all subsequent payments, types, when received, receipt numbers (if known), and programs where monies were applied, outstanding balance, and current claim status.	801	All	ABACUS
<b>30</b> CASS must allow users to identify person(s) responsible for a claim and apply the overpayment to more than one case when persons responsible for the claim are in different cases.	792	All	ABACUS
<b>31</b> CASS must support the on-line, real-time debit/credit of amounts to an overpayment or underpayment balance.	793	All	ABACUS
<b>32</b> For all overpayments or recoveries, CASS must track the appropriate program/account codes where monies should be applied when received. The system should apply a default hierarchy unless an authorized person from a county has selected an override which would apply the monies based upon a county specific hierarchy.	794	All	ABACUS

## Future Requirements

Requirement	ID	Program(s)	System(s)
<b>33</b> CASS must support the ability to enter the receipt of payments made by a client in-person in an on-line, real-time environment and generate a receipt for that payment if the county wishes to use this function. The receipt number and payment information should be maintained by the system and allow users to calculate in-person receipts for a given time period (for example, daily).	795	All	ABACUS
<b>34</b> System must support the generation of all overpayment/underpayment related notices (e.g., adverse action, demand letters, monthly bills), agreements (e.g., repayment agreements), and/or referrals for legal action (e.g., civil judgments, garnishments, liens). CASS must provide users the ability to stop the production of all or specific notices for certain overpayments/underpayments based upon case circumstances. A history of all notices generated should be maintained.	796	All	ABACUS
<b>35</b> CASS must support the accounting for collections and disbursements that may not be associated with a specific case or member.	798	All	ABACUS
<b>36</b> CASS must support the tracking of referrals by type that are generated for hearings or referrals for legal action by the local prosecutor or other parties.	799	All	ABACUS
<b>37</b> Fully support historical updates to assistance unit and client data. Maintain both the original circumstances and all historically changed circumstances for each assistance unit by benefit month.	608	All	FAMIS GAAS

## Discarded Requirements

Requirement	ID	Program(s)	System(s)
<b>General System</b>			
<p>1 Provide for password security by system function level. <b>Note:</b> Match up to previous requirement that goes user, function, etc. Merged with Requirement #34.</p>	60		
<p>2 Make historical updates to the database, creating a historical record of all case and member transactions. <b>Note:</b> Change to read "an historical record"; Now captured in #95.</p>	94		
<p>3 Allow for quick and easy retrieval of historical participation data on-line for 3 years after a case is closed, or indefinitely if the case has a claim or other special circumstances. <b>Note:</b> Merged with #91.</p>	87		
<p>4 Test and process pseudo-cases through the system and utilize automated audit packages that are available for the system software. <b>Note:</b> This should be merged with #78. Included in #78.</p>	77		
<p>5 Ensure that an audit capability exists on-line for both actual and test cases. <b>Note:</b> Need to merge with #78 and address Medicaid. Now included in #78.</p>	76		
<p>6 Restrict the screen access function for specific screens, such as IRS data. <b>Note:</b> No specific comments provided. Included in #34.</p>	72		
<p>7 Flexibility to easily add and change data elements. <b>Note:</b> Incorporated into #97.</p>	99		
<p>8 Provide a time-out feature. <b>Note:</b> No specific comments provided. Contained in #48 in Security: Hardware, Software, Communications.</p>	66		
<p>9 System must provide for full on-line update of historical databases in an auditable manner. <b>Note:</b> Group was not sure what was meant by this requirement. No one should be updating historical data. More properly addressed in #95 in General System: Purging and Archiving</p>	700		
<p>10 Provide for screen-level validation at the host system to support transaction system logging and journaling of all transactions. <b>Note:</b> There is a need to determine what is meant by this requirement. 111203 - after research, processing described in this requirement has been addressed in other individual requirements.</p>	59		
<p>11 Establish periodic changes in security for access to files and records by all levels of users. <b>Note:</b> Incorporated into #46.</p>	47		
<p>12 The system must meet state and federal regulations for confidentiality and protection of data resources. <b>Note:</b> Incorporated into #36.</p>	38		
<p>13 Allow access by typing the screen ID to go directly to the desired screen, bypassing other screens which do not require data entry. <b>Note:</b> MERGED with requirement #12. Want an automated screen navigation flow to require certain screens. Should offer drop downs for some screens.</p>	18		
<p>14 Capability to scroll through screens. <b>Note:</b> Incorporated in requirement #12.</p>	13		
<p>15 System must support timely system modifications . <b>Note:</b> Included in #97.</p>	693		

## Discarded Requirements

Requirement	ID	Program(s)	System(s)
<p><b>16</b> Restrict update ability and function level based on level of security issued to a particular identification group.</p> <p><b>Note:</b> No specific comments provided. Included in Requirement #34.</p>	71		
<p><b>17</b> Facilitate the implementation of new or changed policy into the eligibility process by allowing policy staff to define new program types in terms of the current and new policy rules to be applied.</p> <p><b>Note:</b> Incorporated into #97. There is a need to implement changes to program timely. Goal to make the implementation of those policy changes within system as easily as possible such as rules based/table driven coding.</p>	302		

## Discarded Requirements

Requirement	ID	Program(s)	System(s)
<b>Client Registration</b>			
<p><b>1</b> Perform clearance functions to prevent duplication of benefits for all programs. CASS must display potential duplication online for review by workers. <b>Note:</b> Same as 103 which is more comprehensive.</p>	101		
<p><b>2</b> If characteristics change, CASS will automatically change target group. <b>Note:</b> There are no longer target groups.</p>	133		
<p><b>3</b> CASS will automatically identify and record in multiple data fields all target group categories to which participants belong based on characteristics known to CASS database. <b>Note:</b> There are no longer target groups.</p>	132		
<p><b>4</b> Worker will reverify the status with the participant and OMEGA will be updated. <b>Note:</b> With integration of OMEGA into CASS, this requirement is no longer required.</p>	130		
<p><b>5</b> Provide the capability to support the work program for the General Assistance (GA) program, should GA be administered at the county level in the future. <b>Note:</b> This is a duplicate of 123.</p>	124		
<p><b>6</b> On-line access to all data gathered to date about any member of the household. <b>Note:</b> Duplicate of 118.</p>	117		
<p><b>7</b> Allow an on-line, real-time interactive interview. <b>Note:</b> This is a duplicate of Requirement #112 which is more inclusive of processing. 110 to be deleted.</p>	110		
<p><b>8</b> Allow interactive interviewing. <b>Note:</b> This is a duplicate of Requirement #112 which is more inclusive of processing. 109 to be deleted.</p>	109		
<p><b>9</b> Individuals who do not meet target group criteria will be identified through data fields as well. <b>Note:</b> There are no longer target groups. Also incorporated into #131.</p>	134		
<p><b>10</b> Each participant will be screened against all statewide databases for duplicate participation in the WFNJ program. <b>Note:</b> Same as 103.</p>	102		
<p><b>11</b> CASS must have the ability to accurately identify those persons who are required to participate in work activities for WFNJ or FS ETP. As data is changed by the caseworker or case manager, system must automatically determine a member's ongoing need to participate. <b>Note:</b> There are no longer target groups.</p>	131		
<p><b>12</b> Have the capability to produce paper referrals on a local printer. <b>Note:</b> Incorporated into #194.</p>	195		
<p><b>13</b> Missed appointments will be coded and tracked, generating an alert to the caseworker. <b>Note:</b> Duplicate of #203.</p>	206		
<p><b>14</b> Allow for the entry of free-form Case Narrative information for each assistance unit and client. <b>Note:</b> Duplicate of 211.</p>	214		

## Discarded Requirements

Requirement	ID	Program(s)	System(s)
<p><b>15</b> During the client registration, intake, and determination of eligibility, prompt the worker when information entered indicates a referral to child support is indicated. <b>Note:</b> Merged with 812.</p>	529		
<p><b>16</b> On an ongoing basis, exchange data with ACSES online real-time when information for the case and/or member changes. <b>Note:</b> Merged with 527 as it is more comprehensive.</p>	530		
<p><b>17</b> Accept and maintain IV-D status and child support collections for ACSES for all programs, as applicable. <b>Note:</b> Duplicate of #527.</p>	531		
<p><b>18</b> Collect the following types of household, case level, budget group, and benefit group data: Head of Household, Address, third party, Case Group Size, Telephone number(s), Relationship data, and so forth. <b>Note:</b> Incorporated into #192.</p>	187		
<p><b>19</b> Provide for finger imaging for identification of clients. <b>Note:</b> At the present time, there is no requirement for fingerprinting. However, staff did say there had been some preliminary discussions.</p>	106		
<p><b>20</b> Capability to print and mail the Individual Responsibility Plan or any updates if the participant is unavailable. <b>Note:</b> Duplicate of #152.</p>	162		
<p><b>21</b> Errors must be displayed immediately to the worker for correction. <b>Note:</b> This is a duplicate of #182.</p>	184		
<p><b>22</b> Provide comprehensive on-line editing. <b>Note:</b> Same as #175 which identifies specific type of editing.</p>	179		
<p><b>23</b> Screens must be presented so that no duplicate entry of data is required. <b>Note:</b> Incorporated into #172.</p>	174		
<p><b>24</b> Support on-line integrated data collection for all public assistance programs. <b>Note:</b> Incorporated into #111 and 112.</p>	173		
<p><b>25</b> Worker must not have to perform any computations or processing prior to entering data. <b>Note:</b> Incorporated into 167.</p>	168		
<p><b>26</b> When exempt AFDC recipient wishing to volunteer contacts FDP, skeletal case record will be established and alert generated for IV-A. <b>Note:</b> With CASS, skeletal case record would not need to be created.</p>	128		
<p><b>27</b> Referrals to the County Welfare Agencies for all programs will be supported on-line. <b>Note:</b> CASS includes all State programs for which the counties determine eligibility. Also, more comprehensive requirements have been written to address automated and paper referrals to any agency.</p>	163		
<p><b>28</b> All target group data and changes will be stored in history and be available on-line. <b>Note:</b> There are no longer target groups. Additionally CASS has a general requirement for all data to be available online.</p>	135		
<p><b>29</b> Automatically generate the Agency/Participant Agreement for participant signature. <b>Note:</b> Duplicate of 152.</p>	161		



## Discarded Requirements

Requirement	ID	Program(s)	System(s)
<p><b>30</b> CASS must provide the ability for the Individual Responsibility Plan (IRP) to be easily modified as agreement data, screens, and requirements change. <b>Note:</b> Addressed in previous requirement.</p>	160		
<p><b>31</b> Incorporate data elements to maintain the results of the assessment of participant employability. <b>Note:</b> Duplicate of 136.</p>	141		
<p><b>32</b> Include all data elements to record, generate, and track the Agency/Participant Agreement. <b>Note:</b> Duplicate of previous requirements.</p>	157		
<p><b>33</b> Have the flexibility to allow easy re-sequencing to update or correct the Employability Plan. <b>Note:</b> Addressed as a part of other requirements.</p>	155		
<p><b>34</b> CASS must allow case managers to make updates or corrections to the Employability Plan during the life of the plan. All changes will be maintained in history. <b>Note:</b> Similar to #150 which is more comprehensive.</p>	154		
<p><b>35</b> Record and track the components of the participant's eligibility. <b>Note:</b> Duplicate of a previous requirements #139.</p>	149		
<p><b>36</b> Maintain history of assessment findings, recording information on type, results, and outcome of each assessment. <b>Note:</b> Duplicate of #139.</p>	148		
<p><b>37</b> Capability to record and maintain in history multiple agreements as the employability plan evolves. <b>Note:</b> duplicate of previous requirements.</p>	158		
<p><b>38</b> Workers will enter the collected information into data fields generally during the interactive interview. <b>Note:</b> IV-D and Child Support must be completed first. This is a duplicate of earlier requirements addressing the capture of data in an interactive interview.</p>	138		
<p><b>39</b> Interface with the Medicaid, AFDC, Food Stamps, DYFS, OMEGA, ACSES, CARES and Alfa-X systems. <b>Note:</b> With the integration of CARES into CASS, this interface is not needed.</p>	164		
<p><b>40</b> CASS must ensure accuracy of information through edits across all programs as the user is entering data into the system. <b>Note:</b> This is a duplicate of previous requirements.</p>	140		

## Discarded Requirements

Requirement	ID	Program(s)	System(s)
<b>Eligibility Determination</b>			
<p><b>1</b> All appropriate Managed Care notices will be generated by CASS.  <b>Note:</b> Enrollment vendor generates appropriate managed care notices.</p>	327		
<p><b>2</b> Process eligibility under the 1115 Waiver, which will eliminate the Categorically Needy Medicaid coverage group, if that waiver is approved and becomes policy.  <b>Note:</b> During 10/17 work session Medicaid staff indicated this requirement is no longer valid.</p>	322		
<p><b>3</b> Process must re-edit data a final time to ensure that all required entries have been made. - Exception logic for Expedited Food Stamp cases must by-pass this requirement.  <b>Note:</b> See amended requirement #274. This is a duplicate of 274.</p>	276		
<p><b>4</b> Automatically adjust recoupment amounts. Track the adverse action time period for grant reductions and closures. Create an informational alert to all workers informing them of the mass change, date implemented, and describing the change. If Medicaid eligibility ceases under one coverage group, determine through roll down processing logic if Medicaid eligibility can continue under a different coverage group.  <b>Note:</b> Based upon discussions at 10/17 and 10/20 work sessions, this requirement will be split in to several independent requirements.</p>	547		
<p><b>5</b> Supervisor and Operations Administrator On-Line Alerts  <b>Note:</b> This is a title that was pulled from tables in the APD. Not a real requirement.</p>	348		
<p><b>6</b> Process on-line, real-time benefit calculations.  <b>Note:</b> Some existing systems do allow an online benefit determination. Some Medicaid and other programs such as Social Service for Homeless continue to be a manual process at the present time. This is a duplicate of Requirement #703.</p>	338		
<p><b>7</b> Final edit process must occur prior to determination of eligibility and issuance of benefits.  <b>Note:</b> See Requirements #274. This is a duplicate requirement.</p>	275		

## Discarded Requirements

Requirement	ID	Program(s)	System(s)
<b>Case Management</b>			
<p><b>1</b> Subcomponents will be identified through on-line entry of activities into data elements.</p> <p><b>Note:</b> New requirements have been written to address need for CASS to worker to enter all work related activities and allow tracking. These new requirements are much more comprehensive.</p>	453		
<p><b>2</b> Support the process to verify all assistance unit and client data through the alerts function.</p> <p><b>Note:</b> The use of alerts function would not be valid for verifying data. The alerts function would identify pending actions based on a need to verify data.</p>	362		
<p><b>3</b> Capability to create a wait list of referrals from IV-A awaiting intake into the FDP program.</p> <p><b>Note:</b> Merge into 219/222. 10/22 workgroup advised this requirement was not needed with WFNJ.</p>	218		
<p><b>4</b> Automated Verification Interface Activity Alerts</p> <p><b>Note:</b> This is a title that was inadvertently printed as a requirement.</p>	361		
<p><b>5</b> Automated support for both intra- and inter-office case transfers.</p> <p><b>Note:</b> Incorporated into Requirement 367.</p>	366		
<p><b>6</b> Process all requirements for automated case actions including, but not limited to, the following:</p> <p><b>Note:</b> This was a sentence from the APD that was picked up and copied to requirements inadvertently.</p>	305		
<p><b>7</b> Include all data elements to record, generate and track the Agency/Participant (Activities) Agreement (Contract).</p> <p><b>Note:</b> Duplicate of requirements in application process #136.</p>	223		
<p><b>8</b> Merged with Requirement 219.</p> <p><b>Note:</b> List is for the child care waitlist when there is no available funding.</p>	222		
<p><b>9</b> Capability to prioritize and sort the wait list automatically.</p> <p><b>Note:</b> Merged with Requirement 219.</p>	220		

## Discarded Requirements

Requirement	ID	Program(s)	System(s)
<b>Disbursements</b>			
<p><b>1</b> Full reconciliation of the authorization file against the issuance file.  <b>Note:</b> Requirement should be cancelled since there are other requirements that address reconciliation.</p>	440		
<p><b>2</b> Full payment history will be made available on-line.  <b>Note:</b> This is a duplicate of #431 as it has been rewritten.</p>	438		
<p><b>3</b> Workers will have local and central print capability for invoices.  <b>Note:</b> Staff indicate they do not have a need to print invoices from CASS.</p>	437		
<p><b>4</b> Identify households that have been issued and have redeemed multiple allotments in the same month.  <b>Note:</b> 10/23 stated this requirement is no longer valid since EBT is now used for the Food Stamp program. This requirement was needed when ATP cards were used for issuance of Food Stamp coupons.</p>	420		
<p><b>5</b> HEA checks will be issued daily.  <b>Note:</b> There are other requirements that address the daily or monthly issuance of checks for all programs supported by CASS. This requirements specific to HEA is not required.</p>	424		
<p><b>6</b> Provide on-line reconciliation functions to support the tracking and accounting of all CASS issuances.  <b>Note:</b> 10/23 group agreed to discard this requirement. Duplicate of #414.</p>	413		
<p><b>7</b> Food Stamp allotments will be reconciled to the month of issuance.  <b>Note:</b> 10/23 stated this requirement is no longer valid since EBT is now used for the Food Stamp program. This requirement was needed when ATP cards were used for issuance of Food Stamp coupons.</p>	419		
<p><b>8</b> Maintain full historical records on participation in JOBS components and will have the capability to sort and display the data on-line by various criteria.  <b>Note:</b> 10/23 workgroup indicated th is requirements is no longer valid.</p>	457		
<p><b>9</b> System must verify that provider invoices and payments are not duplicates.  <b>Note:</b> Was originally a case management requirement, yet it deals with invoices and payments. This is already addressed in the disbursement requirements.</p>	767		
<p><b>10</b> Identify Food Stamp allotments as monthly, daily, expedited, supplemental, restoration, replacement, or retroactive.  <b>Note:</b> This is a duplicate of Requirement #421.</p>	407		
<p><b>11</b> Process other types of updates in the next scheduled issuance cycle.  <b>Note:</b> In today's environment, no one in 10/23 workless could pinpoint the applicability of this requirement.</p>	402		
<p><b>12</b> Fully support Electronic Benefit Transfer (EBT) capability when it is implemented statewide for all programs.  <b>Note:</b> Duplicate of 428</p>	391		

## Discarded Requirements

Requirement	ID	Program(s)	System(s)
<b>Notices</b>			
1 Print all notices and forms required to administer the program. <b>Note:</b> Included in Requirement #470.	468		
2 Inquiry must display a facsimile of the notice or letter that was produced. <b>Note:</b> Incorporated into Requirement #487.	495		
3 Automated notices includes, but is not limited to the following: approval, denial, adverse action, closure, benefit changes, fair hearings, recoupment/recovery, work program (if applicable), redetermination, and referral forms. <b>Note:</b> Subsumed by Requirement #474.	469		
4 Workers will be allowed to include free-form text on notices. <b>Note:</b> Subsumed by Requirement #481	471		
5 Automate all aspects of the production of Client Notices in accordance with the Ortiz Court Decision. Notices give the information needed to determine the following: the laws supporting an action; a detailed explanation at an individual level of the action in terms comprehensible to the client; and if the action is taken because the client failed to perform an act required by regulation, an explanation of this requirement and why the client's action failed to meet this standard. <b>Note:</b> Subsumed by Requirement #474	472		
6 Generate all notices on-line and be capable of printing notices at the local office. <b>Note:</b> Incorporated into Requirement #470	477		
7 Workers will have the option to preview all notices text prior to authorizing benefits. <b>Note:</b> Included in Requirement #487.	478		
8 Produce all notices of action including, but not limited to, the following notices: approval; <b>Note:</b> Subsumed by Requirement #474.	482		
9 denial; closure/termination; appointment notice; benefit change; redetermination notice; recertification; mass change notices; expiration, including advance notice of expiration for Food Stamps; underpayment/overpayment; reinstatement; disqualification notices; request for verifications; fair hearings decisions; fair hearings continuation of benefits notice and denial of continuation of benefits notice; fair hearings cancellation notice; notice of informal conference; eligibility review forms; verification forms for employers, and so forth; IV-D notices, including good cause; Period of Ineligibility notices for transfer of assets for institutional Medicaid; Managed Care notices; Spousal Impoverishment forms and notices; and long-term care notices. <b>Note:</b> The original requirement is the 2nd part of requirement 482 and is subsumed by Requirement 474,	483		
10 Notices will be viewed on-line prior to printing. <b>Note:</b> Incorporated into #487	492		
11 Maintain full notice history and will have the capability to report on appointments based on historical data. <b>Note:</b> Incorporated into Requirement #486.	297		
12 System must accommodate printing of system generated notices (SGNs) from a central site and locally as the work site. <b>Note:</b> Incorporated into Requirement #470.	705		

## Discarded Requirements

Requirement	ID	Program(s)	System(s)
<b>13</b> Support for Notice Generation <b>Note:</b> This is a title that was pulled inadvertently from 1995 list of requirements.	489		
<b>14</b> Allow user access to Notice History. <b>Note:</b> Incorporated into Requirement 486	494		

## Discarded Requirements

Requirement	ID	Program(s)	System(s)
<b>Interfaces</b>			
1 Referral will be automatic, based on the IV-A case stored in the CASS database. <b>Note:</b> Partial requirement; see Requirement 553	554		
2 Support the referral of participants from IV-A through an automated data exchange between IV-A and IV-F. <b>Note:</b> Internal to CASS and covered elsewhere	553		
3 Process a mass change that includes eligibility and benefits with an effective date of any day of any past, current or future month. <b>Note:</b> Covered elsewhere; not an interface requirement.	542		
4 Family Development Program: Refer to user requirements for OMEGA. <b>Note:</b> OMEGA requirements covered elsewhere.	500		
5 System must have scheduled matches with other states in the country, especially those states bordering New Jersey <b>Note:</b> Covered in Requirement 497	498		
6 Based on the absence or presence of codes determined by the IV-A worker, OMEGA will determine the participant's status as exempt or mandatory. <b>Note:</b> Now internal to CASS; not an interface requirement	556		
7 Child Support Enforcement: Refer to user requirements for ACSES. <b>Note:</b> Just a title copied in error as requirement.	501		
8 Childcare Automated Resource and Eligibility System (CARES) <b>Note:</b> Partial Requirement -- covered elsewhere	581		
9 Provide for initial and on-going information exchange with CASS and so that the child care record is updated with changes that impact Child Care benefits, such as address changes. <b>Note:</b> Child Care and FAMIS functionality are now both within CASS	589		
10 Department of Labor <b>Note:</b> Partial requirement -- covered in Requirement 586 and 587	585		
11 Provide for Information Exchange with CASS <b>Note:</b> Partial requirement - covered elsewhere	588		
12 Interface with CARES to exchange information relating to child care services to prevent duplication of authorized services. <b>Note:</b> CARES is now within the scope of the CASS project, so this interface is no longer necessary.	582		
13 Interface between CASS and OMEGA will indicate mandatory and volunteer status. <b>Note:</b> Internal to CASS; interface not needed	557		
14 Child Support Enforcement System (ACSES) <b>Note:</b> This is a title not a requirement.	578		
15 Information will be shared on a real-time basis with IV-A programs through the IV-A/IV-F interface. <b>Note:</b> Functionality is now contained within the CASS system.	577		
16 Through on-line interface, OMEGA will have the capability to provide FDP staff and IV-A with accurate participant data. <b>Note:</b> Internal to CASS; interface requirement not needed	565		

## Discarded Requirements

Requirement	ID	Program(s)	System(s)
<p><b>17</b> Edits within the interface will ensure data accuracy between CASS and OMEGA.  <b>Note:</b> Both FAMIS and OMEGA are within the scope of CASS; explicit interface is no longer necessary</p>	563		
<p><b>18</b> Track referrals for JOBS for timeliness from the date of referral.  <b>Note:</b> Subsumed by General Functionality requirement that all system transactions are time-stamped..</p>	562		
<p><b>19</b> Basis of the referral to IV-F will be the status.  <b>Note:</b> Partial requirement -- covered elsewhere</p>	558		
<p><b>20</b> JOB Training Partnership Act  <b>Note:</b> Partial requirement -- covered in Requirement 584</p>	583		

## Quality Control

<p><b>1</b> Support sample selection and reviews for all applicable programs.  <b>Note:</b> Same as 637 only it is more comprehensive.</p>	638		
<p><b>2</b> Select both active and negative samples  <b>Note:</b> Incorporated into #641.</p>	643		
<p><b>3</b> Office of Surveillance must have the capability to create a false Medicaid case and Medicaid card in CASS for fraud investigation purposes.  <b>Note:</b> Duplicate of 510.</p>	328		



## Discarded Requirements

Requirement	ID	Program(s)	System(s)
<b>Reporting</b>			
<p><b>1</b> Other reports include overpayment reports and reports that show recipients who were not automatically selected for HEA benefits and the reason why. <b>Note:</b> Overpayment reports were added to Requirement 657; rest is covered elsewhere as well; discard.</p>	678		
<p><b>2</b> Support the automated generation of statistical, financial, and management reports for administration of the FDP program. <b>Note:</b> Covered by Requirement 657; discard.</p>	680		
<p><b>3</b> Generate the necessary data to meet all federal, state, and local management reporting requirements and produce the reports. <b>Note:</b> Covered by Requirement 707; discard.</p>	681		
<p><b>4</b> Specific reports include, but are not limited to, the following: Annual Report of Target Group Expenditures (FSA 302); Quarterly Participation Rate Statistical Report (FSA-103); Uniform Reporting Requirements of JOBS Program Participation, Child Care Assistance, and Aid To Never-Married Children (FSA-104); JOBS Participant Data Collection (FSA-108); Quarterly Financial Reporting Forms for JOBS (FSA-331); and AFDC Quarterly Report of Expenditures (FSA-231) for Title IV-A Payments Under JOBS and Child Care Expenditures. <b>Note:</b> Covered more broadly in Requirement 707; discard.</p>	683		
<p><b>5</b> Capability to produce various state and local management reports, including financial, statistical, and ad hoc reports. <b>Note:</b> Covered by Requirement 707; discard.</p>	684		
<p><b>6</b> Support the automated generation of statistical, financial, and management reports for administration of the Child Care Program including the tracking of different Federal Financial Participation (FFP) rates for different participants and cost of operation. <b>Note:</b> Covered by Requirement 707.</p>	686		
<p><b>7</b> System must provide accurate, efficient, and timely access to data. Must provide efficient access to data for decision making and analysis. System must timely reporting on data in the DFD's databases and have that data reflect up-to-date information on a monthly basis in real-time or batch mode. <b>Note:</b> Covered elsewhere; discard.</p>	706		
<p><b>8</b> Produce all required federal, state, and local reports, including but not limited to the following: Local Office Forms, Management Reports, Financial Reports, Interface Reports, Recoupment / Recovery Reports, Fair Hearing Reports, Mass Change Reports, Quality Control Reports, IV-D Reports, and Performance Reports. <b>Note:</b> Merged into Requirement 657</p>	674		

## Discarded Requirements

Requirement	ID	Program(s)	System(s)
<b>Overpayments</b>			
<b>1</b> Claims will be established following discovery and calculation of an overpayment for a prior month(s). <b>Note:</b> Address elsewhere; discard. Claims can be established prior to calculation of an overpayment but just be in a pending or investigation mode.	606		
<b>2</b> Maintain both the original circumstances and all historically changed circumstances for each assistance unit by benefit month. <b>Note:</b> Same as 608. Merged with #608.	609		
<b>3</b> Access the eligibility tables, standards, and policies that were effective for the benefit month being processed. <b>Note:</b> Also system logic. Merged with #610.	611		
<b>4</b> Claims Unit Referrals <b>Note:</b> Discard This was a title carried over from the APD. Not a specific requirement.	631		

**Price Schedule 1  
Total Firm, Fixed Bid Price Per Deliverable**

Ongoing Project Management							
Price Line	Qty	Labor Category	Hours	Rate	Quantity	Labor Cost	
00001							
		Conduct Status Meeting (Weekly) Deliverable					\$0.00
		Total for 156 meetings over 3-year contract					\$0.00
00002							
		Status Reports (Weekly) Deliverable					\$0.00
		Total for 156 status reports over 3-year contract					\$0.00
<b>Sub-Total: Ongoing Project Management</b>						<b>\$0.00</b>	

Phase 1 -- Mobilization Period							
Price Line	Qty	Labor Category	Hours	Rate	Quantity	Labor Cost	
00003							
		Mobilization Period Activities Deliverable					\$0.00
00004		Project Start (Milestone) Deliverable					
<b>Sub-Total: Phase 1 -- Mobilization Period</b>						<b>\$0.00</b>	

Phase 2 -- Project Start-Up						
Price Line	Qty	Labor Category	Hours	Rate		Labor Cost
00005						
			Project Management Plan (PMP) Deliverable			
00006						
			Quality Assurance Plan Deliverable			
00007						
			Configuration Management Plan Deliverable			
00008						
			Communication Plan Deliverable			
00009						
			Problem Management Plan Deliverable			

Phase 2 -- Project Start-Up							
Price Line	Qty	Labor Category	Hours	Rate		Labor Cost	
00010							
		Risk Management Plan Deliverable					\$0.00
00011							
		Change Management Plan Deliverable					\$0.00
00012							
		Workforce Transition Plan Deliverable					\$0.00
00013							
		Change Control Plan Deliverable					\$0.00
00014							
		Knowledge Transfer Plan Deliverable					\$0.00
00015		Kick-Off Meeting Documentation (Milestone) (Deliverable)					
<b>Sub-Total: Phase 2 -- Project Start-Up</b>						<b>\$0.00</b>	

Phase 3 -- Requirements Definition						
Price Line	Qty	Labor Category	Hours	Rate		Labor Cost
00016						
		Requirements Specification Document Deliverable				\$0.00
<b>Sub-Total: Phase 3 -- Requirements Definition</b>						<b>\$0.00</b>

Phase 4 -- Design Definition						
Price Line	Qty	Labor Category	Hours	Rate		Labor Cost
00017						
		Gap Analysis Plan Deliverable				\$0.00
00018						
		High-Level Design Document Deliverable				\$0.00
00019						
		System Architecture Design Document Deliverable				\$0.00
00020						
		Security Assessment Report - Design Deliverable				\$0.00
00021						
		Capacity Analysis Plan Deliverable				\$0.00

Phase 4 -- Design Definition						
Price Line	Qty	Labor Category	Hours	Rate		Labor Cost
00022						
Detailed Design Document Deliverable						\$0.00
00023						
Data Conversion Plan Deliverable						\$0.00
00024						
Test Plan Deliverable						\$0.00
<b>Sub-Total: Phase 4 -- Design Definition</b>						<b>\$0.00</b>

Phase 5 -- Construction and Implementation Planning						
Price Line	Qty	Labor Category	Hours	Rate		Labor Cost
00025						
Hardware and Software Acquisition Plan Deliverable						\$0.00
00026						
Implementation Plan Deliverable						\$0.00
00027						
User and Technical Documentation Deliverable						\$0.00

Phase 5 -- Construction and Implementation Planning						
Price Line	Qty	Labor Category	Hours	Rate		Labor Cost
00028						
		Training Documentation Deliverable				\$0.00
00029						
		System Documentation Deliverable				\$0.00
00030						
		Operations Guide Deliverable				\$0.00
00031						
		Security Assessment Report - Construction Deliverable				\$0.00
00032						
		Unit Tested Code Deliverable				\$0.00
<b>Sub-Total: Phase 5 -- Construction and Implementation Planning</b>						<b>\$0.00</b>

Phase 6 -- Testing and Conversion						
Price Line	Qty	Labor Category	Hours	Rate		Labor Cost
00033						
		System Test Results Document Deliverable				\$0.00



Phase 6 -- Testing and Conversion						
Price Line	Qty	Labor Category	Hours	Rate		Labor Cost
00034						
		User Acceptance Test (UAT) Results Document Deliverable				\$0.00
00035						
		Security Assessment Report - UAT Deliverable				\$0.00
00036						
		Capacity and Performance Test Results Document Deliverable				\$0.00
00037						
		Pilot Test Results Document Deliverable				\$0.00
00038						
		Security Assessment Report - Pilot Deliverable				\$0.00
00039						
		Data Conversion Results Document Deliverable				\$0.00

Phase 6 -- Testing and Conversion							
Price Line	Qty	Labor Category	Hours	Rate		Labor Cost	
00040							
		Updated Documentation Deliverable					\$0.00
<b>Sub-Total: Phase 6 -- Testing and Conversion</b>						<b>\$0.00</b>	

Phase 7 -- Training and Implementation							
Price Line	Qty	Labor Category	Hours	Rate		Labor Cost	
00041							
		Master Copy of Training Material Deliverable					\$0.00
00042							
		Pre-Implementation Computer-Based Training Deliverable					\$0.00
00043							
		Training Database Deliverable					\$0.00
00044							
		Security Assessment Report - Implementation Deliverable					\$0.00
00045							
		Phased Training and Implementation Deliverable					\$0.00
<b>Sub-Total: Phase 7 -- Training and Implementation</b>						<b>\$0.00</b>	

Phase 8 -- CASS Operations and Maintenance (Year 1)						
Price Line	Qty	Labor Category	Hours	Rate		Labor Cost
00046						
			Turnover Plan Deliverable			
00047						
			Operations Reports (4 Weekly + 1 Monthly each month) Deliverable			
		Total for 180 reports over 3-year contract				\$0.00
00048						
			Help Desk Reports (4 Weekly + 1 Monthly each month) Deliverable			
		Total for 180 reports over 3-year contract				\$0.00
00049						
			Maintenance Reports (4 Weekly + 1 Monthly each month) Deliverable			
		Total for 180 reports over 3-year contract				\$0.00
00050						
			Security Assessment Report - Operations (Year 1) Deliverable			
<b>Sub-Total: Phase 8 -- CASS Operations and Maintenance (Year 1)</b>						<b>\$0.00</b>

Phase 8 -- CASS Operations and Maintenance (Year 2)						
Price Line	Qty	Labor Category	Hours	Rate		Labor Cost
00051						
		Operations Reports (4 Weekly + 1 Monthly each month) Deliverable				\$0.00
		Total for 180 reports over 3-year contract				\$0.00
00052						
		Help Desk Reports (4 Weekly + 1 Monthly each month) Deliverable				\$0.00
		Total for 180 reports over 3-year contract				\$0.00
00053						
		Maintenance Reports (4 Weekly + 1 Monthly each month) Deliverable				\$0.00
		Total for 180 reports over 3-year contract				\$0.00
00054						
		Security Assessment Report - Operations (Year 2) Deliverable				\$0.00
<b>Sub-Total: Phase 8 -- CASS Operations and Maintenance (Year 2)</b>						<b>\$0.00</b>

Change Control						
Price Line	Qty	Labor Category	Hours	Rate		Labor Cost
00055						
		Change Control Deliverable				\$0.00
<b>Sub-Total: Change Control</b>						<b>\$0.00</b>

**Price Schedule 2a**  
**Total Firm, Fixed Bid Price for Hardware and Software**

Price Line	Qty	Hardware Item	Cost	Product Cost
00056				
	<b>Subtotal: Hardware</b> (all hardware for development, testing, production, etc.)			

Price Line	Qty	Software Item	Cost	Product Cost
00057				
	<b>Sub-Total: Software</b>			

**Price Schedule 2b**  
**Total Firm, Fixed Bid Price for Hardware Maintenance and Software Support**

Price Line	Hardware Maintenance	Year 2	Year 3	Year 4	Year 5	Subtotal
00058						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
	<b>Subtotal: Hardware Maintenance (after 1-year warranty)</b>					

**Price Schedule 2b**  
**Total Firm, Fixed Bid Price for Hardware Maintenance and Software Support**

Price Line	Software Support	Year 2	Year 3	Year 4	Year 5	Subtotal
00059						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
						\$0.00
	<b>Sub-Total: Software Support (after 1 year warranty)</b>					

**Price Schedule 3  
All-Inclusive Hourly Rates for Required Tasks**

Price Line	Labor Category (See RFP Section 4.4.1.4)	All-Inclusive Hourly Rate
00060	Project Manager	
	Deputy Project Manager	
	Team Leader for Requirements	
	Team Leader for Functional Design	
	Team Leader for Technical Design	
	Team Leader for Application Development	
	Team Leader for Testing	
	Team Leader for Change Management/Training	
	Team Leader for Conversion	
	Team Leader for Interfaces	
	Team Leader for Implementation	
	Team Leader for Security Assessments	
	Lead Technical System Architect	
	Lead Data Base Designer/Administrator	
	Other (specify):	

**Price Schedule 4  
All-Inclusive Hourly Rates for Optional Tasks**

Price Line	Labor Category (See RFP Section 5.20, "Additional Work and/or Special Projects")	All-Inclusive Hourly Rate
00061		



**Price Schedule 5  
Total Firm Fixed Bid Price**

Item	Firm Fixed Price
Ongoing Project Management (From Price Schedule 1)	
Phase 1 – Mobilization Period (From Price Schedule 1)	
Phase 2 – Project Start Up (From Price Schedule 1)	
Phase 3 – Requirements Definition (From Price Schedule 1)	
Phase 4 – Design Definition (From Price Schedule 1)	
Phase 5 – Construction and Implementation Planning (From Price Schedule 1)	
Phase 6 – Testing and Conversion (From Price Schedule 1)	
Phase 7 – Training and Implementation (From Price Schedule 1)	
Phase 8 – CASS Operations and Maintenance (Year 1) (From Price Schedule 1)	
Phase 8 – CASS Operations and Maintenance (Year 2) (From Price Schedule 1)	
DDI Change Control (From Price Schedule 1)	
Hardware (from Price Schedule 2a)	
Software (from Price Schedule 2a)	
<b>TOTAL FIRM FIXED BID PRICE (Total of Bid Price Schedules 1 – 3)</b>	<b>\$0.00</b>