

State of Alaska
Department of Revenue
Child Support Services Division



NSTAR Modernization
Planning Project
Business Process Analysis

Version 5.1
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1. Document Revision History

1.1 Amendment Record

Date	Author	Version	Description of Change
03/05/2014	Informatix	1.0	Initial deliverable submittal.
03/07/2014	Informatix	2.0	Updated the document with feedback, comments and changes from CSSD.
04/04/2014	Informatix	3.0	Updated the document with feedback, comments and changes from CSSD for use in onsite review sessions.
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07/31/2014	Informatix	5.0	Final version. Updated the document based on clarifications requested and received from CSSD.
08/01/2014	Informatix	5.1	Final version with corrections to 4.10 processes.

1.2 Terminology

Term	Definition
157	OCSE Child Support Enforcement Annual Data Report
34A	OCSE Child Support Enforcement Program Collection Report (Quarterly)
AAG	Assistant Attorney General
ACH	Automated Clearing House
ACOMS	Alaska Corrections Offender Management System (DOC System)
ADABAS	Adaptable DATA BASE System
ADE	Automated Data Exchange
AEI	Administrative Enforcement Intergovernmental

Term	Definition
AG	Attorney General
ANCSA	Alaska Native Claims Settlement Act
ARIES	Alaska's Resource for Integrated Eligibility Services (DHSS EIS Replacement)
ASO	Administrative Support Order
CCPA	Consumer Credit Protection Act
CCX	Cisco Compatible Extensions
CD	Compact Disk
CFI	Case File Imaging
CFR	Code of Federal Regulation
CIB	Children's Insurance Benefits
CICS	Customer Information Control System
CIS	Content Integration Suite
COAP	Compromise of Arrears Program
COBOL	Common Business Oriented Language
COOP	Continuity of Operations Plan
CP	Custodial Parent
CPU	Central Processing Unit
CSE	Child Support Enforcement
CSENet	Child Support Enforcement Network
CSO	Child Support Order
CSSD	Child Support Services Division
DBMS	Database Management System
DCCED	Alaska Department of Commerce, Community, and Economic Development
DFAS	Defense Finance and Accounting Services
DISCFS	DISC FS (new name for IKON imaging)
DMV	Division of Motor Vehicles (Department of Administration)
DOC	Department of Corrections
DOL	Department of Labor or Department of Law
DJJ	Department of Juvenile Justice
DOR	Department of Revenue
DPA	Division of Public Assistance (Department of Health and Social Services)
DREC	Daily Reconciliation
EFT	Electronic Funds Transfer
EIN	Employer Identification Number
EIS	Public Assistance Eligibility Information System
ELMO	Electronic Review of Support Orders Leading to Modification
EOSCAR	e-OSCAR (Online Solution for Complete and Accurate Reporting)
ETIVE	ETRAN for Foster Care IV-E
ETRAN	Electronic Transaction Notification from Division of Public Assistance

Term	Definition
ETS	Enterprise Technical Services
FC	Foster Care
FCE	Federal Collections and Enforcement (formerly known as FOP)
FCR	Federal Case Registry
FDR	Fast Dump Restore
FIDM	Financial Institution Data Match
FPLS	Federal Parent Locator Service
FOP	Federal Offset Program
FTI	Federal Tax information
FTP	File Transfer Protocol
GB	Gigabyte
Ghz	Gigahertz
GT	General Testimony
HHS	U.S. Department of Health and Human Services
HSS	State of Alaska Department of Health and Social Services (DHSS)
IAT	International ACH Transaction
ICL	Image Cash Letter
Interstate	Formerly used term, now referred to as Intergovernmental
IP	Internet Protocol
IPL	Initial Program Load
IRG	Intergovernmental Reference Guide
IRIS	Integrated Resource Information System
IVA (or IV-A)	SSA Title IV-A program/agency: Welfare Administered by DPA
IVD (or IV-D)	SSA Title IV-D program/agency: Child Support Administered by CSSD
IVE (or IV-E)	SSA Title IV-E program/agency: Foster Care Administered by OCS
IVR	Interactive Voice Response
JOMIS	Juvenile Offender Management Information System
LAN	Local Area Network
MICR	Magnetic Ink Character Recognition
MS	Microsoft
MSFIDM	Multi State Financial Institution Data Match
MSO	Monthly Support Obligation
MTD	Month to Date
MyAlaska	Single point secure sign-on for State of Alaska services
NACHA	National Automated Clearing House Association
NCP	Non-Custodial Parent
NDNH	National Directory of New Hires
NECSSES	New England Child Support Enforcement System
NFIN	NSTAR Financial System

Term	Definition
NIC	Network Interface Controller
NMSN	National Medical Support Notice
NPA	Non-Public Assistance
NSF	Non-Sufficient Funds
NSTAR	Northern Support Through Automated Resources
NTANF	Tribal Temporary Assistance to Needy Families (Tribal TANF)
OA	Office Assistant
OAH	Office of Administrative Hearings
OCS	Office of Children's Services
OCSE	Office of Child Support Enforcement
OFS	Online Financial Statements
OLS	Occupational License Suspension
ORCA	Online Resources for Children of Alaska
OS	Operating System
PACER	Bankruptcy System
PCN	Position Control Number
PFD	Permanent Fund Dividend
PMAJ	Post Majority support
POA	Power of Attorney
QC	Quality Control
RAM	Random Access Memory
RFP	Request For Proposal
ROFO	Registration of Foreign Order
ROP	Recognition of Parentage
SDU	State Disbursement Unit
SLA	Service Level Agreement
SME	Subject Matter Expert
SQL	Structured Query Language
SSO	State Security Office
SSP	OCSE State Services Portal
TANF	Temporary Assistance to Needy Families
TSO	Time Sharing Option
URA	Unreimbursed Assistance
VM	Virtual Machine
VPN	Virtual Private Network
WAN	Wide Area Network
WCM	Web Content Management
WID	Withhold Income and Deliver (wage withholding order)
WLS	Web Logic Server

2. Deliverable Approval

Futaris, Inc. presents the Business Process Analysis document for the Alaska Department of Revenue (DOR) Child Support Services Division's (CSSD's) NSTAR Modernization Planning Project for your review and approval.

The Business Process Analysis document has been reviewed by the DOR-CSSD and fully meets the objectives expressed by the DOR-CSSD and Futaris, Inc. and is now subject to formal change control.

Signature: _____

Michele Blanc
Informatix Project Executive

Date

Signature: _____

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Department of Revenue
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Date

3. Table of Contents

1. Document Revision History	1
1.1 Amendment Record	1
1.2 Terminology	1
2. Deliverable Approval	5
3. Table of Contents	6
4. Overview	8
4.1 Purpose of Business Process Analysis	8
4.2 Child Support Services and Organizational Structure	8
4.2.1 Background	8
4.2.2 Alaska CSE Program Structure	9
4.2.3 Administrative Process	9
4.2.4 CSSD Partners	9
4.3 Organization of the State Office	9
5. Approach to the Analysis	10
5.1 Business Process Analysis Phases	10
5.1.1 Internal Analysis Phase	10
5.1.2 Business Process Assessment Phase	11
6. Summary of Findings and Observations	12
6.1 Summary of Key Issues	12
6.1.1 USABILITY AND FUNCTIONALITY	12
6.1.2 Forms and Reports	13
6.1.3 Interfaces	14
6.1.4 System Enhancement and Maintenance	15
6.2 Summary of Improvement Opportunities	15
6.2.1 Usability and Functionality	15
6.2.2 Forms and Reports	16
6.2.3 Interfaces	16
6.2.4 System Enhancement and Maintenance	16
7. Current Business Processes	17
7.1 Case Initiation Processes 1.0	19
7.1.1 Case Initiation Summary	20
7.2 Establishment Processes 2.0	37
7.2.1 Establishment Processes Summary	37
7.3 Enforcement Processes 3.0	50
7.3.1 Enforcement Processes Summary	50
7.4 Manage Cases Processes 4.0	83
7.4.1 Manage Cases Summary	83
7.5 Administration Processes 5.0	126
7.5.1 The Administration Processes Summary	126
7.6 Reports	138
7.6.1 Standard Reports	138
7.6.2 Ad Hoc Reports	138
7.6.3 Reporting Statistical Information	138

8. Technical Environment	139
8.1 Technical Environment Overview	139
8.2 Technical Environment Analysis Approach	139
8.3 CSSD Network Configuration	140
8.4 Mainframe Environment.....	142
8.5 Applications and Utility Servers	144
8.5.1 ETS Hosted Web Servers	144
8.5.2 CSSD Hosted Servers.....	145
8.6 Desktop Environment	149
8.7 Security	150
8.8 Documentation/References	150
8.9 Interfaces	150

4. Overview

With the introduction of the NSTAR Modernization Planning Project (NMPP), Alaska's Department of Revenue (DOR), Child Support Services Division (CSSD) has begun efforts to modernize its 15-year-old mainframe child support services case management system. CSSD submitted a Planning Advance Planning Document (PAPD) to the Federal Office of Child Support Enforcement (OCSE) to formally enter the planning phase.

The next steps include the assessment of current business processes, their related requirements and gaps; analysis of system solutions to meet business requirements with preparation of a Feasibility Study; and preparation of an Implementation Advance Planning Document (IAPD) and Request for Proposals (RFP) for acquisition of a new system. CSSD contracted with Futaris, Inc., in conjunction with Informatix Inc., to provide planning services for these next steps.

4.1 Purpose of Business Process Analysis

Keeping NSTAR aligned with changing child support enforcement mandates and business needs is a common and ongoing challenge. NSTAR's underlying technology has restricted CSSD's capacity to modify the system to keep pace with the ever-expanding complexity of child support case management. In response, CSSD established system workarounds and manual business processes to ensure compliance with requirements and accomplish its mission.

The Futaris/Informatix team met with CSSD staff for detailed discussions regarding business processes and the existing technical environment. It quickly became apparent that most, if not all, of the manual processes and system workarounds would be rectified with a new system, one with up-to-date federal/state functionalities and enhanced reporting and data extraction/query capabilities. Therefore, much of the detailed information collected through business process analysis discussions will be reflected in functional requirements. Requirements will be provided in a separate document.

Business process analysis activities focused on discussing and documenting the high-level "as-is" or current state of CSSD's work processes and use of NSTAR in administering Alaska's child support program. The current state is summarized in this Business Process Analysis document in narrative form and through process flow diagrams. The current state of the technical environment is documents as well.

4.2 Child Support Services and Organizational Structure

4.2.1 BACKGROUND

The child support program is part of the Federal government's Department of Health and Human Services and is administered by the Office of Child Support Enforcement (OCSE). OCSE develops regulations directing the state's child support programs and provides policy and technical assistance to the state's programs. Federal law requires each state to have a single and separate child support enforcement program to:

- Establish paternities for children
- Establish child support orders, including orders for medical support
- Enforce child support orders through a variety of mandated enforcement remedies
- Review and, if necessary, modify child support orders to accurately reflect the current financial circumstances of the parents
- Collect and disburse child support collections
- Locate parents, incomes and assets

- Operate an automated case management computer system to support the delivery of child support services

In Alaska, the Department of Revenue (DOR), through the Child Support Services Division (CSSD), is the designated single state agency required under federal regulations for the supervision of the Child Support Enforcement (CSE) Program and is responsible for maintaining compliance with federal regulations and Alaska statutes and rules in the delivery of child support services.

4.2.2 ALASKA CSE PROGRAM STRUCTURE

The Alaska Department of Revenue, Child Support Services Division, manages the State's CSE program. The program is administered centrally in Anchorage. Staff is located in Anchorage and at three local offices in Wasilla, Juneau and Fairbanks.

The approach to conducting business follows a specialized casework model. Cases pass between sections for services and actions as needed rather than held by general caseworkers who provide all services.

4.2.3 ADMINISTRATIVE PROCESS

Child Support caseworkers make many original determinations (e.g., paternity establishment, support order establishment). Administrative Law Judges, provided by the Alaska Office of Administrative Hearings, hear certain procedures in the establishment phase and render decisions on behalf of the Commissioner of Review.

4.2.4 CSSD PARTNERS

CSSD works in partnership with external entities to deliver child support services, such as:

- Genetic testing providers – CSSD contracts with approved genetic testing laboratories for the conduct of genetic testing to support paternity determinations
- Private service of process providers
- Private vendors – CSSD contracts with private vendors for Financial Institution Data Match (FIDM)
- Community partners – CSSD work with a wide variety of community partners to provide access to and education about child support services
- Other state agencies – CSSD maintains automated interfaces to exchange data with other state agencies to support the delivery of child support services
- Other states, tribes, territories and countries – CSSD maintains automated interfaces to exchange data with other states, territories and countries to support the delivery of child support services in Alaska and in those states, territories and countries
- Other agencies (Tribes) – CSSD processes manual exchanges of data with various organizations to support the delivery of child support services

4.3 Organization of the State Office

CSSD performs the role of the single state agency charged with supervising the administration of the IV-D program in Alaska. CSSD's 230 employees are organized into functional units. CSSD's organization supports the specialized casework model.

5. Approach to the Analysis

5.1 Business Process Analysis Phases

To more easily manage the business process review activities, tasks were performed in two phases:

- Internal Analysis
- Business Process Assessment

These phases are described in the sections below.

5.1.1 INTERNAL ANALYSIS PHASE

Activities in the Internal Analysis Phase involved gathering and analyzing data related to the current business practices with a focus on process, organization and structure, service channels, technology, and performance management. This analysis consisted of the following activities:

- Documentation Review—assessed relevant documents, policies, statutes, regulations, audits and desk manuals
- Business Process Interviews—prepared as-is business processes through interviews and work sessions with key DOR-CSSD subject matter experts (SMEs)

5.1.1.1 Documentation Review

The following documents were reviewed to assist in understanding Alaska's Child Support Enforcement (CSE) business practices:

- Written procedures and desk manuals
- Rule 90.3. Child Support Awards
- CSSD Regulations
- CSSD Policies:
 - CSSD-P-010 Settlement Offers
 - CSSD-P-011 Visitation Credit and Health Insurance In the Same Case
 - CSSD-P-018 26-Week and Weekly Pay Periods
 - CSSD-P-020 Two Parent Family Cases
 - CSSD-P-035 Correcting Interest Errors
 - CSSD-P-039 Recovering Overpayments
 - CSSD-P-043 Preclusion by Court Order
 - CSSD-P-201 Changes in Custody Without Changes in Support
 - CSSD-P-202 Application of Payment Over Multiple Cases
 - CSSD-P-203 Return of Hard to Place Adoptions to OCS
 - CSSD-P-204 Application of IRS Joint Return
 - CSSD-P-205 Settlement Offers
 - CSSD-P-206 Interstate Change to Intergovernmental
 - CSSD-P-207 Obligation Charge Date

5.1.1.2 Business Process Interviews

An as-is business process review was performed to gather and document CSSD's current business practices and solicit input from participants regarding potential options for future child support service

delivery improvement. Initial and follow-up interviews were conducted with DOR-CSSD staff and SMEs. The participants in these sessions were experts in the delivery of child support services in Alaska.

Participants in each work session represented the variety of activities and responsibilities of the CSSD. This approach facilitated a comprehensive understanding of methods and approaches to service delivery and the utilization of the NSTAR system.

The CSSD units that participated in the various work sessions are as follows:

- Support Services
 - Intake
 - Paternity
 - Establishment
 - Modification
 - Audit and Adjustments
- Client Services
 - Domestic Enforcement
 - Intergovernmental
- Financial
 - Accounts Payable
 - Bank Reconciliation
 - Electronic Funds Transfer (EFT)
- Customer Service
- Complaint Resolution
- Outreach
- Foster Care
- State Disbursement Unit
- Audit and Adjustments
- File Center
- Training
- Internal Audits
- Data Processing
- Network Support

5.1.2 BUSINESS PROCESS ASSESSMENT PHASE

The Business Process Assessment Phase involved the accomplishment of several objectives. These objectives were to:

- Gather information on current processes from CSSD staff, supervisors and management
- Diagram high-level as-is process flows for major child support services functions
- Identify key inputs, outputs and activities related to processes

The intent of the Business Process Assessment Phase was to document a high-level, general view of how day-to-day work is accomplished in relation to using NSTAR, other ancillary tools such as Microsoft

Excel and Access as workarounds, and manual processes that are in place to compensate for lack of system functionality.

There was no intent to document an exhaustive collection of all business processes or show the system level of detail (e.g., the screen where information is entered) or note the specific job title of the person responsible for the activity. Detailed descriptions and diagrams already exist in procedure manuals and as training aids for some CSSD units.

6. Summary of Findings and Observations

CSSD staff have successfully endeavored to work within the limitations of NSTAR to ensure children receive reliable support. The Division has consistently operated a program that is compliant with State and Federal regulations. NSTAR is well supported by CSSD's data processing group, even though it is based on outdated technology. As needs arise, CSSD has implemented creative manual processes and workarounds to compensate for lack of automated technology to support necessary, required business functions.

Issues and concerns with the existing NSTAR technical environment and as-is business processes have a common theme: aging and inflexible technology has had widespread influence on how CSSD operates the State's child support program. Use of NSTAR is not intuitive or efficient. Many processes are confusing and frustrating to users. As a result, daily activities are determined by complex interactions with NSTAR and time-consuming processes accomplished outside of the system for business needs and functions it cannot support.

Simply stated, CSSD recognizes that there is a better way to work. CSSD's needs should drive the IT solutions, and those needs can be met through the implementation of a modern child support enforcement system. Manual processes and system workarounds will not be needed with up-to-date CSE functionalities.

The following sections summarize key issues and improvement opportunities observed during the analysis of CSSD's business process review. While not an all-inclusive listing, these issues and opportunities are representative of the focus of CSSD and the direction the Division is moving in. More detailed information will be provided in separate gap analysis and requirements documents.

6.1 Summary of Key Issues

6.1.1 USABILITY AND FUNCTIONALITY

- NSTAR navigation is cumbersome and not user friendly. For example:
 - With over 400 screens, information is difficult to find, including knowing which screen to go to, to find the information.
 - There are some drill-down capabilities on some of the screens, but it is difficult to understand and learn.
- CSSD sections are dependent on the use of other automated tools and applications to support completing case work and reporting. For example:
 - The Audit and Adjustments section uses MS Excel to complete the audits.
 - The internal auditor uses MS Excel and Access, along with manual comparison, to complete required reports.
 - Staff must use Excel spreadsheets to calculate an accurate financial balance when applying adjustments on many cases as the system is unable to process correctly.
 - The Establishment section uses a checklist created in MS Word to track work that must be completed.

- There is no routing of a case or workflow. To move a case from Intake to Modifications, a supervisor goes into the system and changes the Position Control Number (PCN).
- Reminders are manually entered in the system. For example, a reminder code is entered for five days after a modification is scheduled. This occurs more than 3,000 times each year.
- CSSD's Customer Service avenues include phone, email, face-to-face meetings, and information regarding payments on the Alaska Interactive Voice Response (IVR) and KidsOnline system. Customer Service issues using NSTAR include:
 - Financial information is entered as abbreviated codes. These codes are difficult to interpret especially for less experienced staff.
 - Customer Service staff must go to multiple screens to get case information.
 - Customer Service Staff must go to multiple screens to update client address, phone number, name and date of birth. These are basic updates for the Customer Service staff to make.
- Training issues include:
 - It takes approximately six to twelve weeks of classroom training and many months of production work for a new staff person to become proficient enough to work on their own.
 - Although there is a training region on NSTAR that is available for training, the region is difficult to set up for training. Instead, the trainers use the production environment for training.
- Caseload assignments are difficult to do, especially when not all the sections use the same assignment rules. Caseload reassignments require the intervention of an Analyst/Programmer.
- For Enforcement Intergovernmental Responding cases, Alaska charges interest on arrears balances. Alaska pays principle then interest, but other states may pay interest then principle. This creates the need to continually audit and reconcile balances between Alaska and other states due to the different distribution options chosen by the states.
- Administrative Hearings assigns its own case number. There is no cross-reference to the child support case. There are no alerts to notify the caseworker that 45, 60, 120 days have passed without a final decision.
- If receipts are applied to multiple cases, NSTAR does not allow the adjustment of multiple receipts for just one case only. These receipts must be adjusted one receipt at a time.
- There are issues with EFT processing that require workarounds for processing the ACH file.
- Bank reconciliation is accomplished using spreadsheets and manual comparison.
- The system will drop the amount of other state's fees if not paid in the month received.
- The system will error out when too much data has been entered in an adjustment function.

6.1.2 FORMS AND REPORTS

- There is no generalized report writing capability available to case workers, supervisors or managers. This typically results in a request for an Analyst/Programmer to intervene.
- Some of the batch printing can only go to one PCN, causing extra effort to sort through printouts to find needed output.
- Management statistical reporting capabilities available to supervisors and managers are limited. Many sections use either an MS Excel or Word document to track statistical information. Some information is manually taken from one Excel spreadsheet and entered on another Excel spreadsheet, opening up potential for errors.

- Forms that are not accessible through the Automated Forms (MS Access) are generated and printed through the NSTAR overnight batch process. Due to system inconsistencies or difficulties in system use, errors on forms are not detected until they are printed and reviewed the following day, causing the need to regenerate and reprint forms a second time in the subsequent batch cycle.
- Generation of 157 and 34A reports required by OCSE involves running a special program and then manipulating data to achieve accurate data in the required format.
- Reporting of tribal data is mostly manual, although tribes send household and warrant information through DPA. For example, DPA information is placed on a portal, imported into NSTAR, and compared against the master file. CSSD prepares four monthly reports for each of five tribes (matched open, matched closed, non-matched open, and non-matched closed). One tribe (Cook Inlet Tribal Council) uses DPA system so this information comes through the regular daily interface.

6.1.3 INTERFACES

- Interfacing with other state and Federal systems is critical to providing child support services.
- Interfacing with other systems that have been upgraded is difficult. For example: the interface to and from the Department of Labor's recently upgraded system has been suspended until the Department of Labor is able to fix the interface.
- Currently there is no interface with the Department of Corrections.
- CSENet interface issues include:
 - The inability to send more than one referral per day
 - The activity codes entry is not automatic
 - Medical demographics don't always come through correctly
 - Freeform message space is unlimited in CSENet; on NSTAR it is limited to three readable lines and limited to only one line when sending freeform messages
- Tribal TANF is currently processed manually by CSSD.
- The EIS interface should receive additions, changes and deletes. All data is suspect and is verified manually by looking at DPA's system. Changes received in the interface only include the field that has changed and not the person the change is applicable to. The records are divided by member by our batch process and do not show links between a parent and child. This causes confusion when children have differing parents.
- NSTAR uses triggers from entry screens to send data back to EIS. The code is in the exit program for all of the triggers; however, because of decisions not to send the records or coding errors, records are not sent. This causes our intake personnel to send e-mails instead of trusting the system to provide the information that CSSD's caseworkers use to manually update NSTAR.
- DPA interface for Medicaid (ARIES) is a new system in development and testing. Eventually, DPA will convert all functions to ARIES. Many of the previous problems still exist. ARIES is not fixing current problems but will provide the same information by criterion of many years ago.
- Integration of new trading partners or new interfaces is cumbersome and time-consuming.
- There are some important systems that do not interface with NSTAR. Separate login credentials are used to access these systems and obtain data or even make updates to the other systems. Examples are the Department of Motor Vehicles (CSSD users can login and suspend licenses) and the Alaska Department of Fish and Game (for commercial permitting and crew member licensing).

- External employers cannot upload employee information. Data from payroll companies such as Paychex and ADP is received on CDs and uploaded to NSTAR.
- There are synchronization issues with once/week IRS submissions.
- Distribution processing is overly complex due to system limitations.
- Unreimbursed Assistance (URA) is problematic due to both NSTAR and DPA system issues.

6.1.4 SYSTEM ENHANCEMENT AND MAINTENANCE

- Data fixes are commonly used to correct system malfunctions, sometimes taking days.
- When adjusting a case with a large amount of data in the adjustment, the system may stop. While attempting to do adjustments that go back for many months, parts of the processing will complete but then stop. If staff can identify what's missing, those parts will be manually created. If not, the processing will be deleted and an attempt made to re-run it.
- Database limitations include inadequate field lengths that truncate data (e.g., first name), restricting case members (to 15) and obligations (to 30).
- Cash medical support is not managed well by NSTAR. A member called "cash medical" is set up on the case.
- Maintaining the system and keeping the system current with Federal requirements is difficult.
- The pool of resources able to maintain NSTAR continues to decrease and is more difficult to locate.
- Data needs to be retained for 19+ years; the pre-NSTAR system data is still accessed as needed.
- NSTAR does not interface with most available locate and enforcement tools, creating manual workarounds for intake, responding Intergovernmental, modifications informal hearings and enforcement. Each group must go gather the data needed, and input that data into NSTAR.

6.2 Summary of Improvement Opportunities

The implementation of a modern child support enforcement system will remedy the issues that CSSD faces with the use of NSTAR. The workarounds and manual processes will not be necessary. This section of the Business Process Analysis document highlights improvement opportunities that can present themselves to CSSD along with the benefits of a fully functioning, modern system.

6.2.1 USABILITY AND FUNCTIONALITY

- Customer service improvements, taking advantage of web-based self-service functionality:
 - A secure system that provides access to customer's case information and the ability to allow customers to update their own personal information on NSTAR.
 - The ability for clients to download forms and send the completed forms electronically to the caseworker.
- Use performance measures to become more efficient (e.g., determine the reason for repeat calls to customer service and take improvement steps such as more staff training).
- Automated workflow management.
- Automated generation and tracking of tasks and notifications.
- Workload balancing, case assignment tools, and bulk caseload reassignment.
- Less use of codes and more use of actual words.

- Single source for information such as addresses, with relevant information to support efficiency (such as date the address was confirmed).
- Business rules in the system to include unique requirements (e.g. NTANF, PFD Only, cash medical support).
- Key information on a single screen/dashboard for ease of access.
- Improved locate functionality.
- Implement an automated process for supervisors to monitor and manage workload.
- Ability to flag cases with ongoing complaint resolutions, hearings, identify theft issues, and so forth.
- Add ability to accept child support payments over the Internet and via IVR.
- Bulk caseload assignment and reassignment functionality.
- Consider implementing payment kiosks in field offices.
- Ability to handle all types of adjustments through timeframes without erroring out or giving bad data results.

6.2.2 FORMS AND REPORTS

- Ability to generate electronic forms in real-time.
- Standard and ad hoc reports that users can run without the need for special programming.
- Automated correspondence and correspondence tracking (e.g. employment letters).

6.2.3 INTERFACES

- Dedicate sufficient team resources to manage interfaces.
- Document interfaces in detail for integration into new system.
- As needed, redesign interfaces to work efficiently and effectively.
- Improve integration between the IVR and the KidsOnline system to provide a quicker updates (real-time) to these systems.

6.2.4 SYSTEM ENHANCEMENT AND MAINTENANCE

- Integrate the current document management capabilities into the new system to ensure that this important and reliable capability is retained and leveraged.
- Implement a database structure that allows the storage of CSSD data to be flexible enough to respond to changing requirements. For example, a relational model will work much better than the current Adaptable DATA BASE System (ADABAS) model.
- Implement a capability to archive older closed cases to reduce the storage space requirements.
- Implement a more rigorous activity tracking capability to ensure that fraud and inappropriate data access are discovered in a timely manner, ensuring compliance with IRS regulations.
- Implement data cleansing and master data management.
- Implement Integration Server (i.e. Enterprise Service Bus).
- Consider implementing a data warehousing and business intelligence solution.

7. Current Business Processes

As part of the review and analysis approach, CSSD's business processes were organized into five main categories. There is no assumption made that one process category flows into another process category in sequential order. A case may move from a process in one category to a process in another category repeated over time as actions become necessary over the life of the case.

The five business process categories are:

- 1.0 Case Initiation Processes
- 2.0 Establishment Processes
- 3.0 Enforcement Processes
- 4.0 Manage Cases (and Financial) Processes
- 5.0 Administration Processes

High-level process flow diagrams are provided for main processes within each category. The symbols used in the process diagrams are explained on the following page in Figure 1.

Each high-level process flow has a corresponding process description table. Each table includes the following information categories:

- Process step—restates the text within each process flow diagram symbol
- Who—the unit or entity that conducts the process step
- Input—how information is received for the process step
- Activities—actions taken for the process step
- Output—result or outcome of activities

Note that many processes include a final step labeled “Record Statistics” or “Record Statistics as Needed.” This step refers to the process of manually entering information into a repository such as Microsoft Excel, usually for management reporting purposes.


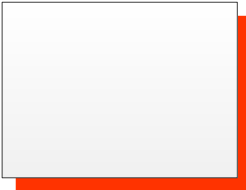
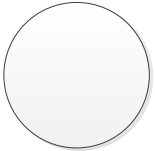

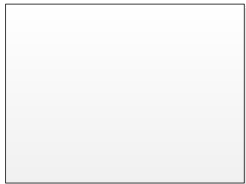

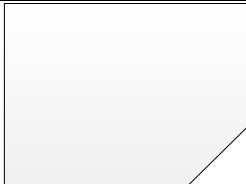

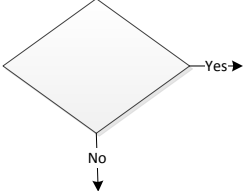
 <p>A "Start" or "Stop" oval indicates the beginning or the end of a process.</p>	 <p>A red-shaded rectangle indicates that the process utilizes a specified non-NSTAR application (e.g., Microsoft Excel).</p>
 <p>A circle with a number indicates a flow to/from that process.</p>	 <p>A blue-shaded rectangle indicates that the process utilizes NSTAR.</p>
 <p>A rectangle indicates a process. The process always begins with a verb as it requires action. The process number identifies its sequence among other processes (process 1.2 is followed by 1.3) and its location in the hierarchy (process 1.2 is a sub-process of 1).</p>	 <p>A green-shaded rectangle indicates that the process utilizes a specified non-NSTAR application and NSTAR.</p>
 <p>A rectangle with a folded corner identifies a process that has sub-processes. Those sub-processes have their own diagrams, descriptions and numbering scheme (process 1.4.1 is a sub-process of 1.4).</p>	 <p>A line with an arrow indicates a transition from one process to another.</p>
 <p>A diamond indicates a decision point. The decision is phrased as a question and the direction of flow depends on the yes/no answer to the question.</p>	

Figure 1: Legend of Flow Chart Symbols

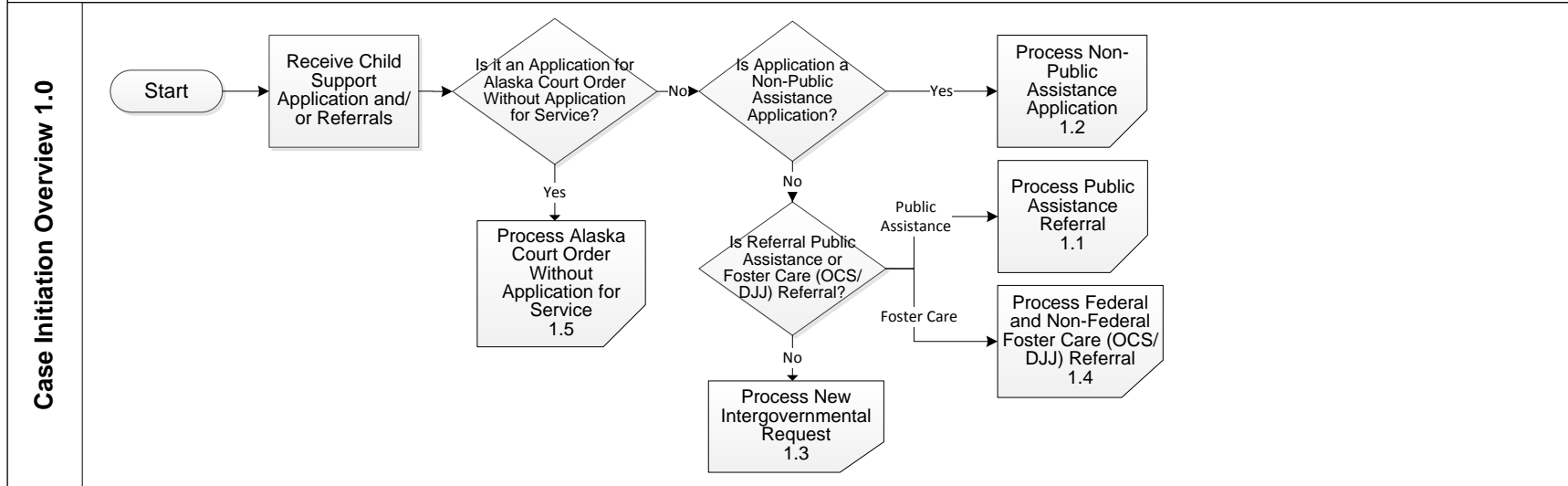
7.1 Case Initiation Processes 1.0

Case initiation refers to those tasks performed and services provided to a new or returning recipient. There are four primary sources of new cases:

- Public agency applications for services (such as public assistance, medical assistance, and foster care)
- Non-public assistance (NPA) applications for services
- Incoming Intergovernmental cases
- Incoming Alaska court orders with no application for service
- Regardless of the source of the new case, activities to initiate the case include determining if:
 - A case with the same participants *in the same roles* already exists
 - A person in the new case is already known to the child support system
 - An order for the parties already exists in the system. The case is reopened in instances where a previously closed case exists on the system, rather than creating a new case for the parties and repeating the full case build process. A new case file and system records are opened if a case does not exist.

Case initiation referrals can be either automated or manually transmitted on paper. Upon case receipt, federal regulations define the timeframes required to move the case to the appropriate IV-D service. Examples of appropriate IV-D services include the establishment of paternity, the establishment of an order, or the enforcement of an order. It is vital that the necessary information is gathered during the case initiation process to ensure that the case is properly evaluated for the next appropriate action. Therefore, many of the tasks associated with case initiation involve data gathering and an evaluation of that data to determine the next step.

Case Initiation Processes 1.0



7.1.1 CASE INITIATION SUMMARY

The Case Initiation Process consists of five sub-processes:

1.1 Receive and Process Public Assistance Referrals

Note that for purposes of this document, Public Assistance covers both TANF and NTANF (Tribal TANF).

1.2 Receive and Process Non-Public Assistance Applications

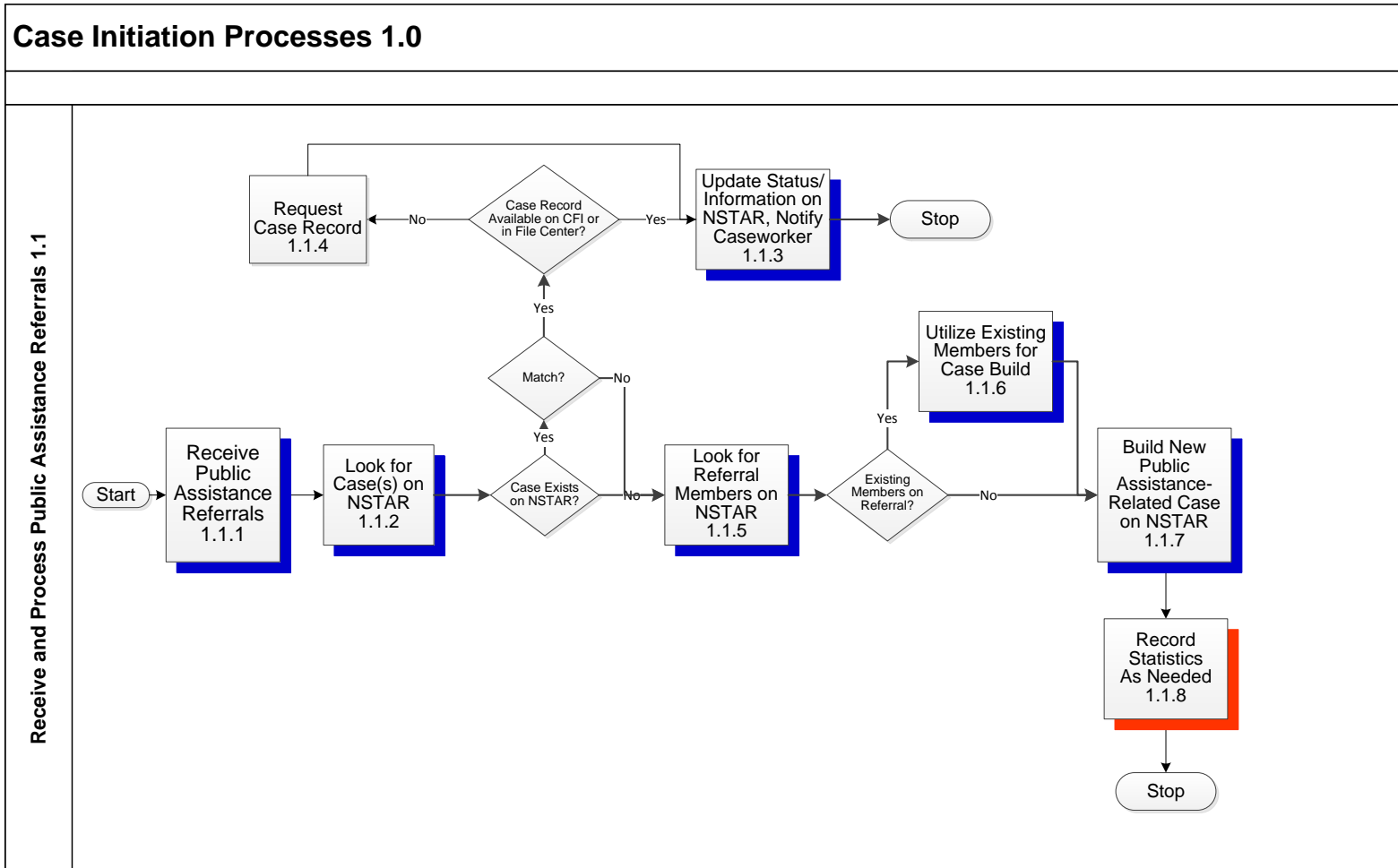
1.3 Receive and Process New Intergovernmental Requests

1.4 Receive and Process Federal and Non-Federal Foster Care (OCS/DJJ) Referrals

1.5 Receive and Process Alaska Court Order Without Application for Service

7.1.1.1 Process 1.1: Receive and Process Public Assistance Referrals

- Note: For purposes of this document, Public Assistance covers both TANF and NTANF (Tribal TANF).

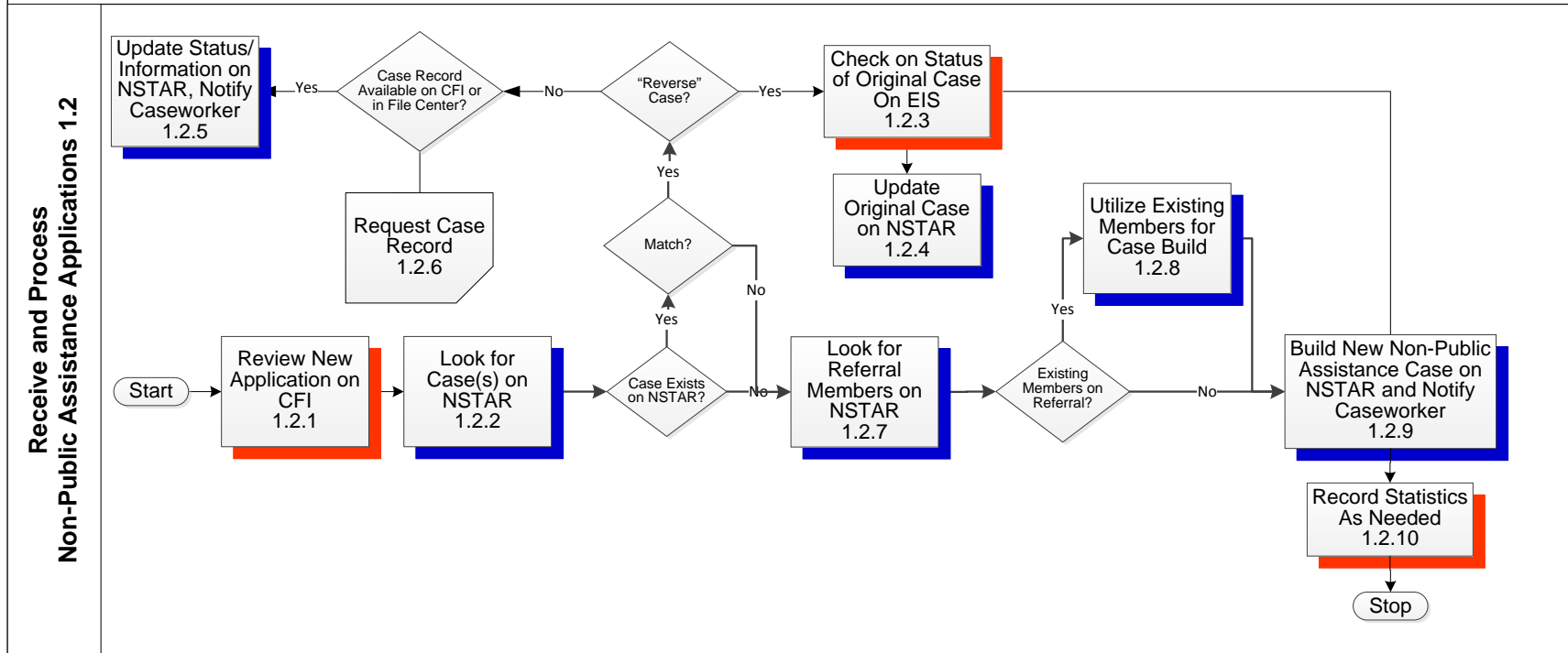


PROCESS NUMBER - NAME:		1.1—Receive and Process Public Assistance Referrals		
PROCESS OBJECTIVES:		Take in Public Assistance Referrals and Validate them on NSTAR		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
1.1. Receive and Process Public Assistance Referrals (Electronically)				
1.1.1. Receive Public Assistance Referrals (Electronically)	<ul style="list-style-type: none"> Intake staff 	<ul style="list-style-type: none"> Electronic public assistance referrals 	<ul style="list-style-type: none"> Referrals appear over ETRAN or by Custodial Parent, or Relative Notification appears in morning mail 	<ul style="list-style-type: none"> Public Assistance referrals on NSTAR
1.1.2. Look for Case(s) on NSTAR	<ul style="list-style-type: none"> Intake staff 	<ul style="list-style-type: none"> Public Assistance referrals on NSTAR 	<ul style="list-style-type: none"> Review cases from DPA Look up existing cases already established on NSTAR Compare case members and relationships and cited NCP/alleged father 	
1.1.3. If Case Exists on NSTAR, there Is a Match, and Case Record Is Available on CFI or in File Center, Update Status/ Information on NSTAR, Notify Caseworker	<ul style="list-style-type: none"> Intake staff 	<ul style="list-style-type: none"> Public Assistance referrals on NSTAR 	<ul style="list-style-type: none"> If the referred case is a match of an existing NSTAR case, update the existing case with new status or demographic information, if any Notify caseworker (over NSTAR) of any changes 	<ul style="list-style-type: none"> Possibly updated NSTAR case information If changed in welfare status, case referred for account adjustments
1.1.4. If Case Exists on NSTAR, there Is a Match, and Case Record Is Not Available on CFI or in File Center, Request Case Record and Update Status/ Information on NSTAR, Notify Caseworker	<ul style="list-style-type: none"> Intake staff 	<ul style="list-style-type: none"> Public Assistance referrals on NSTAR 	<ul style="list-style-type: none"> If the referred case is a match of an existing NSTAR case, update the existing case with new status or demographic information, if any If the hard-copy case record has been archived, request that it be retrieved and the caseworker notified Notify caseworker (over NSTAR) of any changes and that the hard-copy record has been requested 	<ul style="list-style-type: none"> Possibly updated NSTAR case information If changed in welfare status, case referred for account adjustments

PROCESS NUMBER - NAME:		1.1—Receive and Process Public Assistance Referrals		
PROCESS OBJECTIVES:		Take in Public Assistance Referrals and Validate them on NSTAR		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
1.1.5. If Case Exists on NSTAR and there Is No Match, or if No Case Exists on NSTAR, Look for Referral Members on NSTAR	• Intake staff	• Public Assistance referrals on NSTAR	<ul style="list-style-type: none"> • If the referred case does not exist on NSTAR or there is no matching case, look for DPA case members on NSTAR • If matching members are found, compare information and update NSTAR members, as appropriate 	• Updated NSTAR
1.1.6. If Existing Members on Referral, Utilize Existing Members for Case Build	• Intake staff	• Public Assistance referrals on NSTAR	<ul style="list-style-type: none"> • Build a new IV-A case on NSTAR, utilizing existing members • Add new DPA case members to the NSTAR case 	• New IV-A case on NSTAR
1.1.7. If No Existing Members on Referral, Build New Public Assistance-Related Case on NSTAR	• Intake staff	• Public Assistance referrals on NSTAR	• Build a new IV-A case on NSTAR	• New IV-A case on NSTAR
1.1.8. Record Statistics As Needed	• Intake staff	• New Public Assistance-related case information	• Intake staff to record statistics as needed on the report to the supervisor	• Statistics recorded on report

7.1.1.2 Process 1.2: Receive and Process Non-Public Assistance Applications

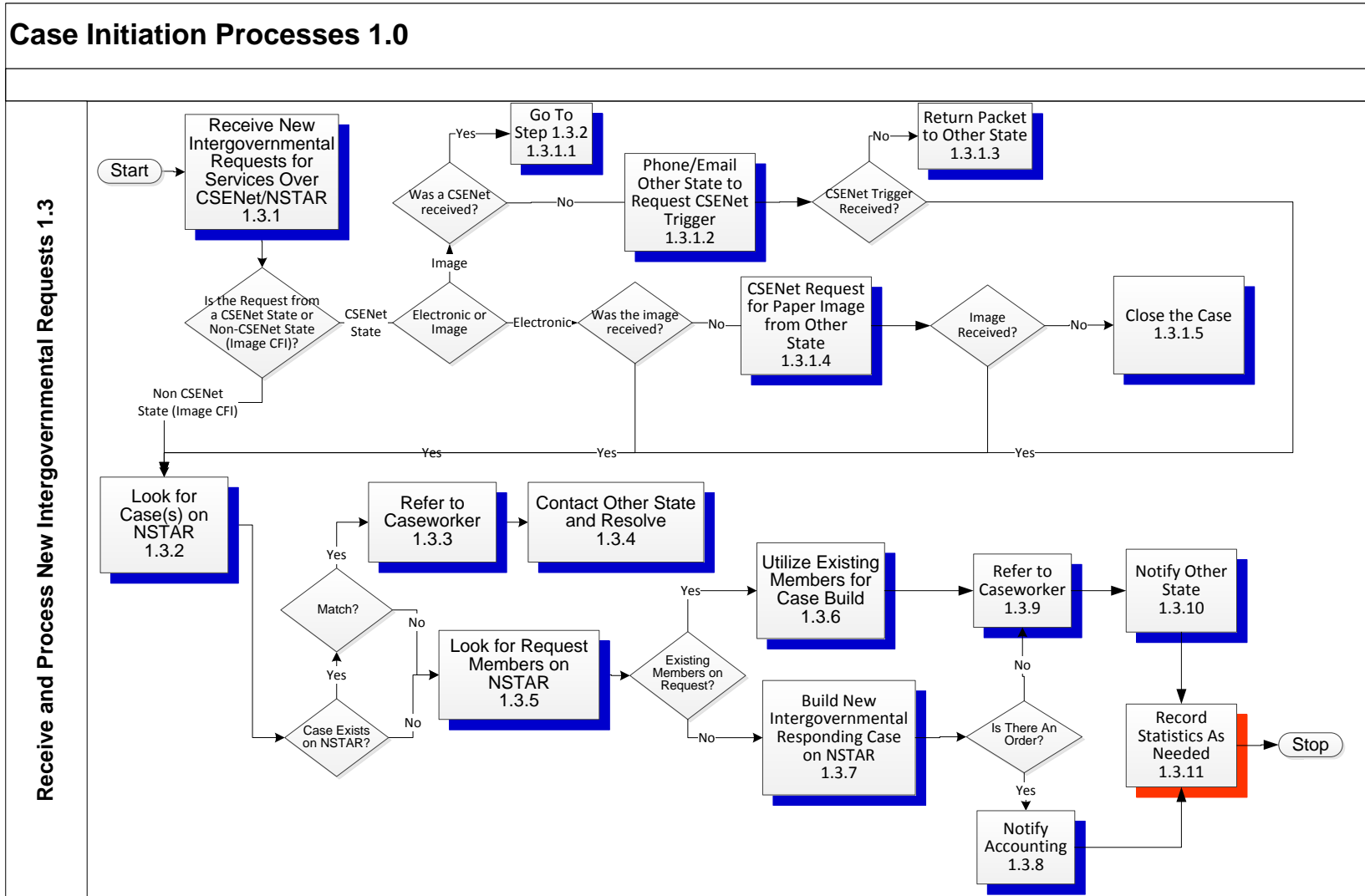
Case Initiation Processes 1.0



PROCESS NUMBER - NAME:		1.2—Receive and Process Non-Public Assistance Applications			
PROCESS OBJECTIVES:		Take in Non-Public Assistance Applications and Validate them on NSTAR			
PROCESS STEP		WHO	INPUT	ACTIVITIES	OUTPUTS
1.2	Receive and Process Non-Public Assistance Applications				
1.2.1.	Review New Application on CFI	<ul style="list-style-type: none">Intake staff	<ul style="list-style-type: none">Application on CFI	<ul style="list-style-type: none">Intake staff reviews new application on CFI	<ul style="list-style-type: none">Reviewed applicationNames on the application
1.2.2.	Look for Case(s) on NSTAR	<ul style="list-style-type: none">Intake staff	<ul style="list-style-type: none">Application	<ul style="list-style-type: none">Intake staff look up existing cases already established on NSTARIf there is an existing case on NSTAR, intake staff compares case members and relationships and cited NCP/alleged father. If there is an existing case on NSTAR and there is a match , intake staff checks to see if there is a reverse caseIf there is an existing case on NSTAR and there is a match but there is not a reverse case, intake staff checks if there is case records available on CFI or in the File Center	
1.2.3.	If Case Exists, there Is a Match, and Is a “Reverse” Case, Check on Status of Original Case on EIS and Build New Public Assistance Case on NSTAR and Notify Caseworker	<ul style="list-style-type: none">Intake staff	<ul style="list-style-type: none">ApplicationCase participants and other case information	<ul style="list-style-type: none">Intake staff checks the status of the welfare case on EIS	<ul style="list-style-type: none">Welfare case status on EIS
1.2.4.	Update Original Case on NSTAR	<ul style="list-style-type: none">Intake staff	<ul style="list-style-type: none">Welfare case status	<ul style="list-style-type: none">Intake staff updates the case status on NSTAR or demographic information, if any	<ul style="list-style-type: none">Updated NSTAR case information

PROCESS NUMBER - NAME:		1.2—Receive and Process Non-Public Assistance Applications		
PROCESS OBJECTIVES:		Take in Non-Public Assistance Applications and Validate them on NSTAR		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
1.2.5. If Case Exists, there Is a Match, but Is Not a “Reverse” Case and Case Record Is Available on CFI or in File Center, Update Status/ Information on NSTAR, Notify Caseworker	• Intake staff	• Application • Case information	• Intake staff updates the status and other information on NSTAR • Intake staff notifies the caseworker assigned to the case	• Updated NSTAR case information • Notification to the caseworker
1.2.6. If Case Record Is Not Available on CFI or in File Center, Request Case Record	• Intake staff	• Application • Case Information	• Intake staff requests the closed case record from File Center	• Case record request
1.2.7. If Case Exists on NSTAR but there Is No Match, or if No Case Exists on NSTAR, Look for Referral Members on NSTAR	• Intake staff	• Application • Case Information	• Intake staff looks for case members on NSTAR • If matching members are found, compare information and update NSTAR members, as appropriate	• Updated NSTAR
1.2.8. If Existing Members on Referral, Utilize Existing Members for Case Build	• Intake staff	• Application • Case Information	• If existing members are on the referral, intake staff utilize the existing members to build a case on NSTAR • Add new case members to the NSTAR case	• New case on NSTAR
1.2.9. If No Existing Members on Referral: Build New Non-Public Assistance Case on NSTAR and Notify Caseworker	• Intake staff	• Application • Case Information	• If there are no existing members on the referral, build a new Non-Public Assistance case on NSTAR • Notify caseworker of the new case	• New case on NSTAR • Notification to caseworker
1.2.10. Record Statistics As Needed	• Intake staff	• New Public Assistance-related case information	• Intake staff to record statistics as needed on the report to the supervisor	• Statistics recorded on report

7.1.1.3 Process 1.3: Receive and Process New Intergovernmental Requests



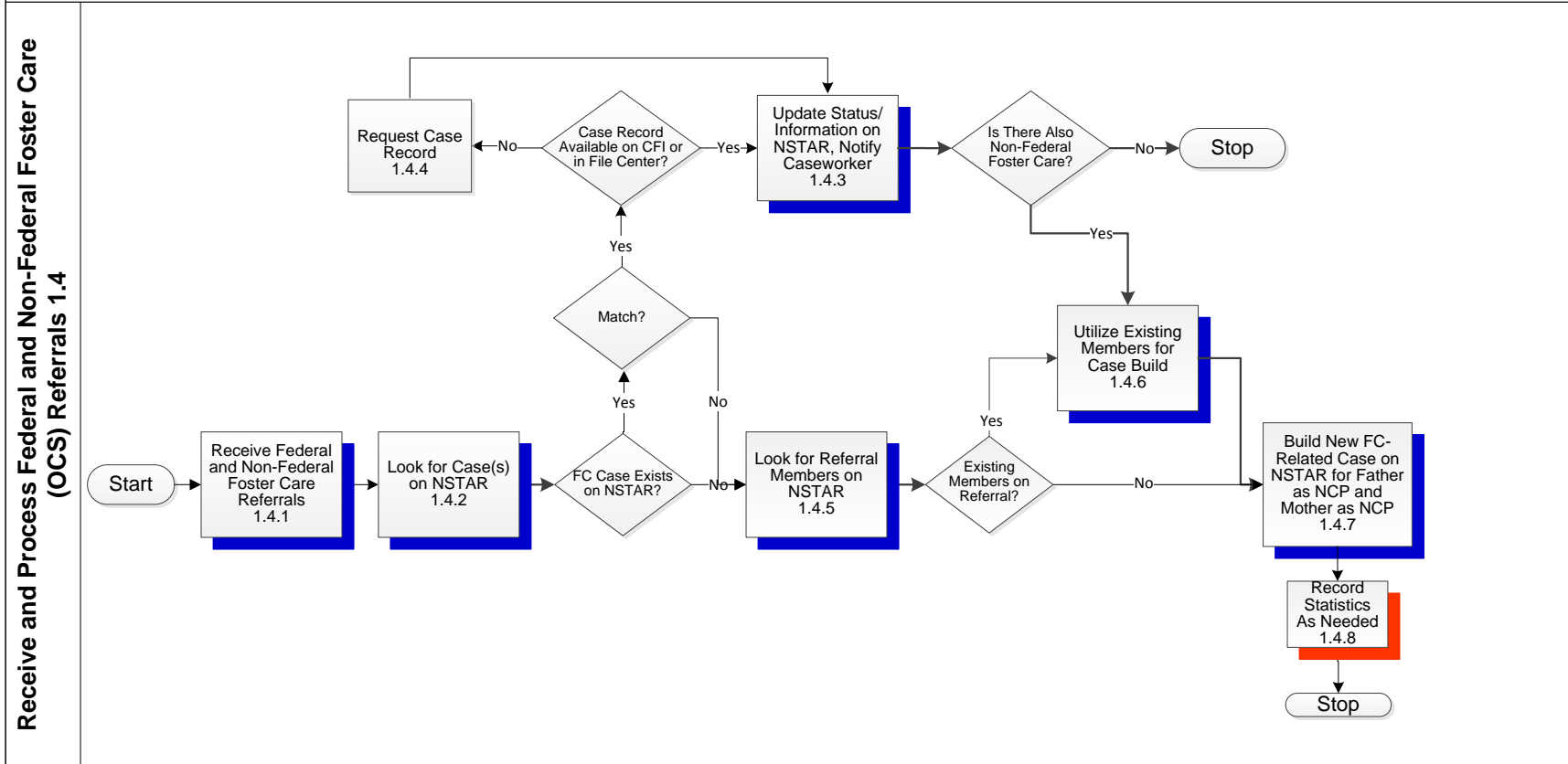
PROCESS NUMBER - NAME:		1.3—Receive and Process New Intergovernmental Requests			
PROCESS OBJECTIVES:		Take in New Intergovernmental Requests for Services			
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS	
1.3 Receive and Process New Intergovernmental Requests					
1.3.1 Receive New Intergovernmental Requests for Services	• Intake staff	• CSENet Trigger or • CFI Transmittal	• Intake staff receives CSENet trigger in NSTAR for new request for services • Determine if request is from a CSENet State or a Non-CSENet State	• CSENet trigger	
1.3.1.1 If State is CSENet, and Request was an Image, and a CSENet Trigger was received, go to step 1.3.2	• Intake staff	• CSENet request	• If the state is a CSENet state, the request is an image request, and a CSENet trigger was received, go to step 1.3.2 to set up case	• Image and request	
1.3.1.2 If State is CSENet, and Request was an Image, and a CSENet Trigger was Not received, Phone/Email Other State to Request CSENet trigger	• Intake staff	• CSENet request	• If the state is a CSENet state, the request is an image, and a CSENet trigger was not received, the intake staff to phone/email the other state to request the CSENet trigger	• Image and request	
1.3.1.3 If State is CSENet, and Request was an Image, and a CSENet Trigger was Not received after Phone/Email Request, Return Packet to Other State	• Intake staff	• CSENet request	• If the state is a CSENet state, the request is an image and a CSENet trigger was not received after a phone/email request was not received, the intake staff to return the packet to the other state	• Returned packet	

PROCESS NUMBER - NAME:		1.3—Receive and Process New Intergovernmental Requests		
PROCESS OBJECTIVES:		Take in New Intergovernmental Requests for Services		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
1.3.1.4 If State is CSENet, and Request is Electronic, and Image was Not Received, CSENet Request for Paper Image from Other State	• Intake staff	• CSENet Request	• If the state is a CSENet state, the request is electronic, and image is not received, intake staff sends CSENet request for paper image from other state.	• Request for paper image
1.3.1.5 If State is CSENet, and Request is Electronic, and an Image was Not Received after CSENet Request for Paper Image from Other State, Close the Case	• Intake staff	• CSENet Request	• If the state is a CSENet State, the request is electronic, and image is not received after request for a paper image, intake staff to close the case	• Closed case
1.3.2 Look for Case(s) on NSTAR	• Intake staff	• CSENet Trigger • Case and member information	• Intake staff looks for case on NSTAR for existing case and/or participants	
1.3.3 If Case Exists on NSTAR and Is a Match, Refer to Caseworker	• Intake staff	• CSENet trigger	• If case exists on NSTAR and there is a match, refer to the caseworker	• Referral to Caseworker
1.3.4 Contact Other State and Resolve	• Intake staff	• CSENet trigger	• Intake staff contacts the other state and resolves the issue	• Contact with other state
1.3.5 If Case Exists on NSTAR and there Is No Match, or No Case Exists on NSTAR, Look for Request Members on NSTAR	• Intake staff	• CSENet trigger	• If case exists on NSTAR and is not amatch or if the case does not exist on NSTAR, intake staff will look for members on NSTAR	• Case members on NSTAR
1.3.6 If Existing NSTAR Members on Request, Utilize Existing Members for Case Build	• Intake staff	• CSENet trigger • Member information	• If existing NSTAR members are on the request, intake staff will utilize the matching members to build the case	• Member information • New intergovernmental responding case on NSTAR

PROCESS NUMBER - NAME:		1.3—Receive and Process New Intergovernmental Requests			
PROCESS OBJECTIVES:		Take in New Intergovernmental Requests for Services			
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS	
1.3.7 If No Existing NSTAR Members on Request, Build New Intergovernmental Responding Case on NSTAR	• Intake staff	• CSENet trigger • Member information	• If there are no existing NSTAR members on the request, intake staff will build new intergovernmental case with new members	• New member on NSTAR • New intergovernmental responding case on NSTAR	
1.3.8 If there Is An Order, Notify Accounting	• Intake staff	• CSENet trigger	• Notify Accounting	• Notification to accounting	
1.3.9 Refer to Caseworker	• Intake staff	• CSENet trigger • Member information	• Refer the case to Caseworker	• Notification to caseworker	
1.3.10 Notify Other State	• Intake staff	• CSENet trigger	• Intake staff to notify other state	• Notification to other state	
1.3.11 Record Statistics As Needed	• Intake staff	• Intergovernmental-related case information	• Intake staff to record statistics as needed on the report to the supervisor	• Statistics recorded on report	

7.1.1.4 Process 1.4: Receive and Process Federal and Non-Federal Foster Care (OCS/DJJ) Referrals

Case Initiation Processes 1.0



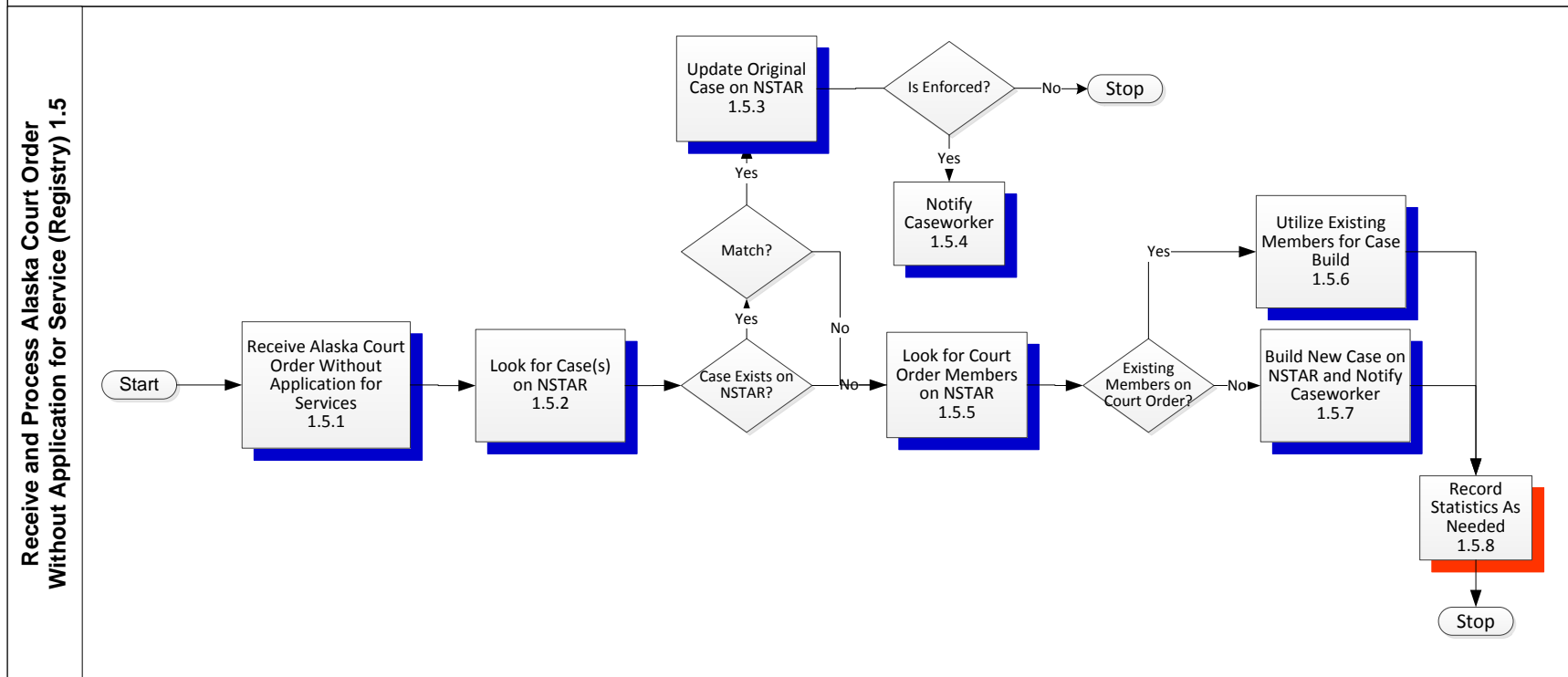
PROCESS NUMBER - NAME:		1.4–Receive and Process Federal and Non-Federal Foster Care (OCS/DJJ) Referrals			
PROCESS OBJECTIVES:		Take in Federal and Non-Federal Foster Care Referrals and Validate them on NSTAR			
PROCESS STEP		WHO	INPUT	ACTIVITIES	OUTPUTS
1.4	Receive and Process Federal and Non-Federal Foster Care (OCS/DJJ) Referrals				
1.4.1	Receive Federal and Non-Federal Foster Care Referrals	<ul style="list-style-type: none"> Foster Care Caseworker 	<ul style="list-style-type: none"> Electronic Foster Care Cases (e.g. ETIVE, Email, Paper Imaging, paper from DJJ) 	<ul style="list-style-type: none"> Referrals appear over ETIVE Notification appears in morning mail Foster care caseworker receives the referral 	<ul style="list-style-type: none"> Foster Care referral on NSTAR
1.4.2	Look for Case(s) on NSTAR	<ul style="list-style-type: none"> Foster Care Caseworker 	<ul style="list-style-type: none"> Foster Care referrals on NSTAR 	<ul style="list-style-type: none"> Foster care caseworker reviews the cases from Foster Care, ORCA/JOMIS Look up existing cases already established on NSTAR Compare cases member and relationships and NCP/alleged father Determine if case already exists on NSTAR or not 	
1.4.3	If FC Case Exists on NSTAR, there Is a Match, and Case Record Is Available on CFI or in File Center, Update Status/ Information on NSTAR, Notify Caseworker	<ul style="list-style-type: none"> Foster Care Caseworker 	<ul style="list-style-type: none"> Foster Care referrals on NSTAR 	<ul style="list-style-type: none"> If the referred case exists on NSTAR and there is a match, intake staff updates the existing case with new status or demographic information, Foster care caseworker notifies the caseworker of changes 	<ul style="list-style-type: none"> Updated NSTAR case information Notification to caseworker

PROCESS NUMBER - NAME:		1.4–Receive and Process Federal and Non-Federal Foster Care (OCS/DJJ) Referrals		
PROCESS OBJECTIVES:		Take in Federal and Non-Federal Foster Care Referrals and Validate them on NSTAR		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
1.4.4 If FC Case Exists on NSTAR, there Is an Attempt to Match by Member, and Case Record Is Not Available on CFI or in File Center, Request Case Record and Update Status/ Information on NSTAR, Notify Caseworker	• Foster Care Caseworker	• Foster Care referrals on NSTAR	<ul style="list-style-type: none"> • If the case exists on NSTAR and there is a match, but is not available on CFI or File Center, request the case to be retrieved • When hard copy case file has been received update case with new status or demographic information • Notify the Foster care caseworker 	• Updated NSTAR case information
1.4.5 If FC Case Exists on NSTAR and there Is No Match, or if No FC Case Exists on NSTAR, Look for Referral Members on NSTAR	• Foster Care Caseworker	• Foster Care referrals on NSTAR	<ul style="list-style-type: none"> • If there is no matching case or , look for Foster Care case members on NSTAR • If matching members are found, compare information and update NSTAR members as appropriate 	• Updated NSTAR
1.4.6 If There Is Also Non-Federal Foster Care, or If Existing Members on Referral, Utilize Existing Members for Case Build and Build New FC-Related Case on NSTAR for Father as NCP and Mother as NCP	• Foster Care Caseworker	<ul style="list-style-type: none"> • Foster Care referrals on NSTAR • Non-Federal Foster Care 	<ul style="list-style-type: none"> • Build a new Foster Care case on NSTAR, utilizing existing members • Add new Foster Care case member to the NSTAR case 	• New Foster Care case on NSTAR
1.4.7 If No Existing Members on Referral, Build New FC-Related Case on NSTAR for Father as NCP and Mother as NCP	• Foster Care Caseworker	• Foster Care referral on NSTAR	• Build a new Foster Care related case on NSTAR	• New Foster Care case on NSTAR

PROCESS NUMBER - NAME:		1.4–Receive and Process Federal and Non-Federal Foster Care (OCS/DJJ) Referrals		
PROCESS OBJECTIVES:		Take in Federal and Non-Federal Foster Care Referrals and Validate them on NSTAR		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
1.4.8 Record Statistics As Needed	• Foster Care Caseworker	• New Foster Care-related case information	• Foster Care caseworker to record statistics as needed on the report to the supervisor	• Statistics recorded on report

7.1.1.5 Process 1.5: Receive and Process Alaska Court Order Without Application for Service (Registry)

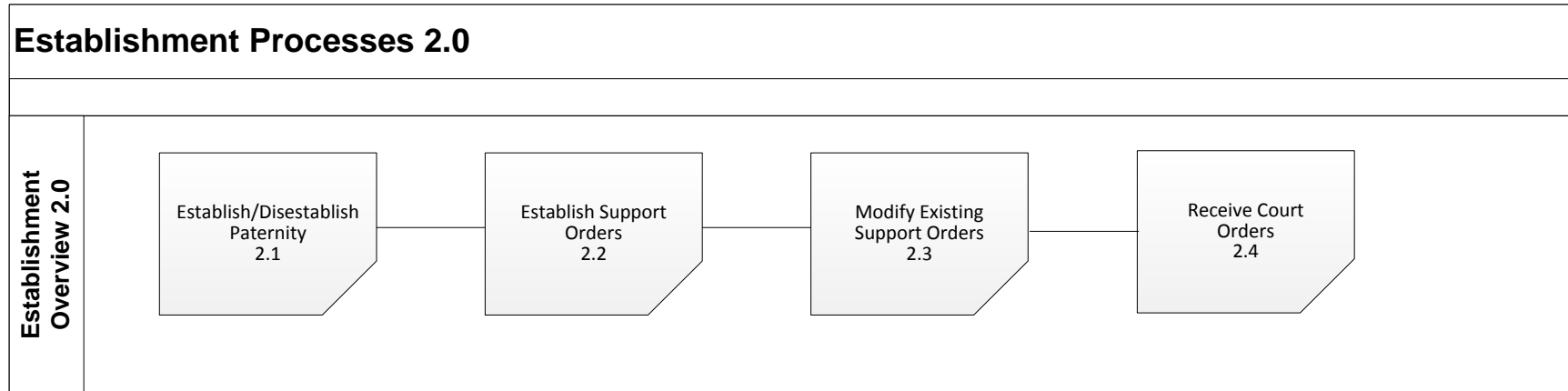
Case Initiation 1.0



PROCESS NUMBER - NAME:		1.5–Receive Alaska Court Order Without Application for Service (Registry)			
PROCESS OBJECTIVES:		Take in Alaska Court Order Without Application for Service			
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS	
1.5 Receive and Process Alaska Court Order Without Application for Service (Registry)					
1.5.1 Receive Alaska Court Order Without Application for Service	• Intake staff	• Court order	• Intake staff receive Alaska court order without application for services	• Alaska court order	
1.5.2 Look for Case(s) on NSTAR	• Intake staff	• Court order	<ul style="list-style-type: none"> • Intake staff look up existing cases already established on NSTAR • Compare cases member and relationships and NCP/alleged father • Determine whether or not case already exists on NSTAR 	• Case on NSTAR	
1.5.3 If Case Exists on NSTAR, Is a Match, Update Original Case on NSTAR	• Intake staff	• Court order	<ul style="list-style-type: none"> • If the referred case exists on NSTAR and is a match (by member, relationship, and NCP) of an existing NSTAR case, intake staff updates the original case, • Intake staff notifies the caseworker of changes 	• Updated NSTAR case information	
1.5.4 If case is Enforced, Notify Caseworker	• Intake staff	• Court order	• If the case is enforced, notify caseworker	• Notification to caseworker	
1.5.5 If Case Exists on NSTAR and Is Not a Match, or if the Case Does Not exist on NSTAR Look for Referral Members on NSTAR	• Intake staff	• Court order	<ul style="list-style-type: none"> • If there is no matching case, look for Alaska court order case members on NSTAR • If matching members are found, compare information 	• Reviewed members on NSTAR	
1.5.6 If Existing Members on Court Order, Utilize Existing Members for Case Build	• Intake staff	• Court order	• Build a new case on NSTAR, utilizing existing members	• New Alaska court order case on NSTAR	

PROCESS NUMBER - NAME:		1.5–Receive Alaska Court Order Without Application for Service (Registry)			
PROCESS OBJECTIVES:		Take in Alaska Court Order Without Application for Service			
PROCESS STEP		WHO	INPUT	ACTIVITIES	OUTPUTS
1.5.7	If No Existing Members on Alaska Court Order, Build New Case on NSTAR and Notify Caseworker	<ul style="list-style-type: none"> Intake staff 	<ul style="list-style-type: none"> Court order 	<ul style="list-style-type: none"> Build a new Alaska court order case on NSTAR Notify caseworker 	<ul style="list-style-type: none"> New Alaska court order case on NSTAR Notification to caseworker
1.5.8	Record Statistics As Needed	<ul style="list-style-type: none"> Intake staff 	<ul style="list-style-type: none"> New case information 	<ul style="list-style-type: none"> Intake staff to record statistics as needed on the report to the supervisor 	<ul style="list-style-type: none"> Statistics recorded on report

7.2 Establishment Processes 2.0



7.2.1 ESTABLISHMENT PROCESSES SUMMARY

Establishment refers to those activities and tasks that support the establishment and/or disestablishment of paternity, the establishment of child support and medical support orders, and the review and modification of existing orders. As such, the term establishment includes a wide range of services and activities. These four processes as a group are not considered a flow, they are merely four categories of establishment processes:

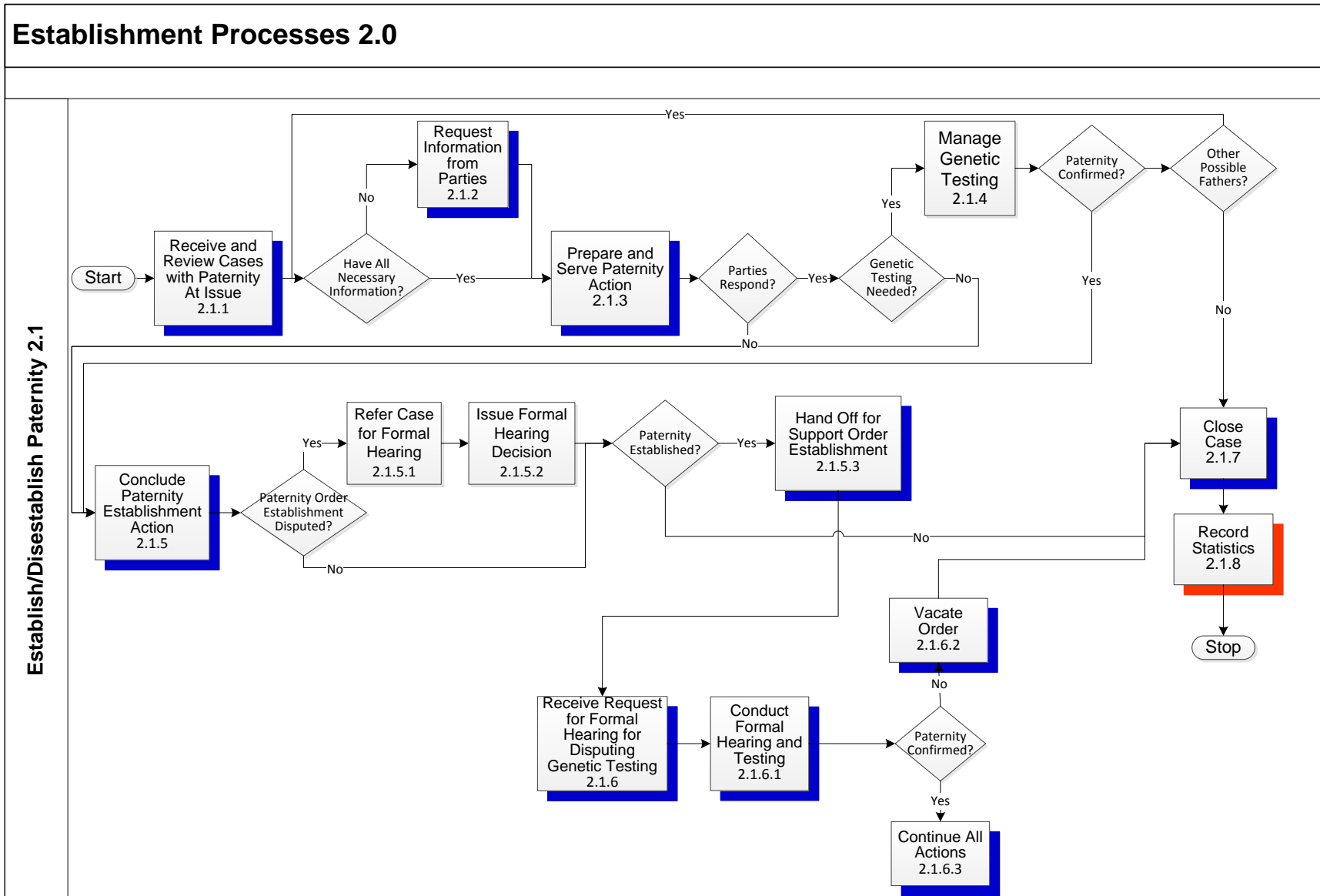
2.1 Establish/Disestablish Paternity

2.2 Establish Support Orders

2.3 Modify Existing Support Orders

2.4 Receive Court Orders During Establishment Process

7.2.1.1 Process 2.1: Establish/Disestablish Paternity



Paternity establishment is a core activity of the Child Support Program as the determination of legal paternity is a necessary step for all other child support activities. Paternity is established through one of the following methods:

The child is born during a marriage between the parties, which creates a legal presumption of paternity

A putative father admits to paternity of the child by signing a voluntary acknowledgement of paternity or recognition of parentage (ROP) and this admission legally establishes paternity

A putative father requests genetic testing in writing but fails to show up to specimen collection appointments. If he is the only possible father named by the mother, proceed with paternity establishment based on “sanctions”

A putative father does not respond to the paternity notice and if he is the only possible father named by the mother, proceed with paternity establishment based on “default”

In a contested paternity situation, blood tests are conducted and an individual falls within a certain percentage of certainty as the father of a child and an Administrative Order of Paternity Establishment is entered

Judicial paternity establishment in District Court, most often based upon the results of genetic testing which provides the evidentiary basis for the judicial determination of paternity

Paternity establishment services are not needed by CSSD in the first two instances. Most of CSSD's Paternity Establishment activities occur in the third, fourth, and fifth set of circumstances, but CSSD may also brief or be a party in a judicial establishment.

PROCESS NUMBER - NAME:		2.1—Establish/Disestablish Paternity			
PROCESS OBJECTIVES:		Ensure a Legal Basis for Order Establishment is Established or Disestablished			
PROCESS STEP		WHO	INPUT	ACTIVITIES	OUTPUTS
2.1	Establish/ Disestablish Paternity				
2.1.1	Receive and Review Cases with Paternity At Issue	• Caseworker	• Case	• Caseworker to receive and review case with paternity at issue	• Case with paternity at issue
2.1.2	If Do Not Have All Necessary Information, Request Information from Parties	• Caseworker	• Case	• Caseworker to request information from parties	• Request for information
2.1.3	If Have All Necessary Information, Prepare and Serve Paternity Action	• Caseworker	• Case information	• Caseworker to prepare and serve paternity action • Caseworker to find out if parties responded • Caseworker to find out if genetic testing is needed	• Paternity action • Response from parties • Need for genetic testing

PROCESS NUMBER - NAME:		2.1—Establish/Disestablish Paternity			
PROCESS OBJECTIVES:		Ensure a Legal Basis for Order Establishment is Established or Disestablished			
PROCESS STEP		WHO	INPUT	ACTIVITIES	OUTPUTS
2.1.4	If All Parties Respond and Genetic Testing Is Needed, Manage Genetic Testing	• Caseworker	• Genetic testing Information	• Caseworker to manage the genetic testing process	• Genetic test results
2.1.5	If All Parties Respond and Genetic Testing Is Not Needed, OR not all Parties Respond, OR Paternity Is Confirmed, Conclude Paternity Establishment Action	• Caseworker	• Genetic testing results	• Caseworker to conclude the paternity establishment action • Caseworker to determine if paternity order was disputed or not	• Established paternity order
2.1.5.1	If Paternity Order Establishment Is Disputed, Refer Case for Formal Hearing	• Hearings section staff	• Paternity	• If the caseworker determines that paternity order establishment is disputed, caseworker refers the case to formal hearing	• Formal hearing referral
2.1.5.2	Issue Formal Hearing Decision	• Hearings section staff	• Formal hearing referral	• Issue formal hearing decision	• Hearing decision
2.1.5.3	If Paternity Order Establishment Is Not Disputed or Paternity Is Established, Hand Off for Support Order Establishment	• Caseworker	• Genetic testing results	• If the caseworker determines that paternity order establishment is disputed and paternity is established, they will refer to the support order establishment section	• Referral to support order establishment
2.1.6	Receive Request for Formal Hearing for Disputing Genetic Testing	• Caseworker	• Formal hearing request for genetic test dispute	• Receive formal hearing request for genetic testing dispute	• Formal hearing scheduled
2.1.6.1	Conduct Formal Hearing and Testing	• Hearings section staff Caseworker	• Formal hearing request for paternity disestablishment	• Conduct formal hearing • Conduct genetic testing	• Hearing and genetic testing results
2.1.6.2	If Paternity is Not Confirmed, Vacate Order	• Caseworker	• Hearing and testing results	• Vacate the paternity order	• Vacated paternity order
2.1.6.3	If Paternity is Confirmed, Continue All Actions	• Caseworker	• Hearing and testing results	• Refer support order to establishment section	• Referral to support order establishment

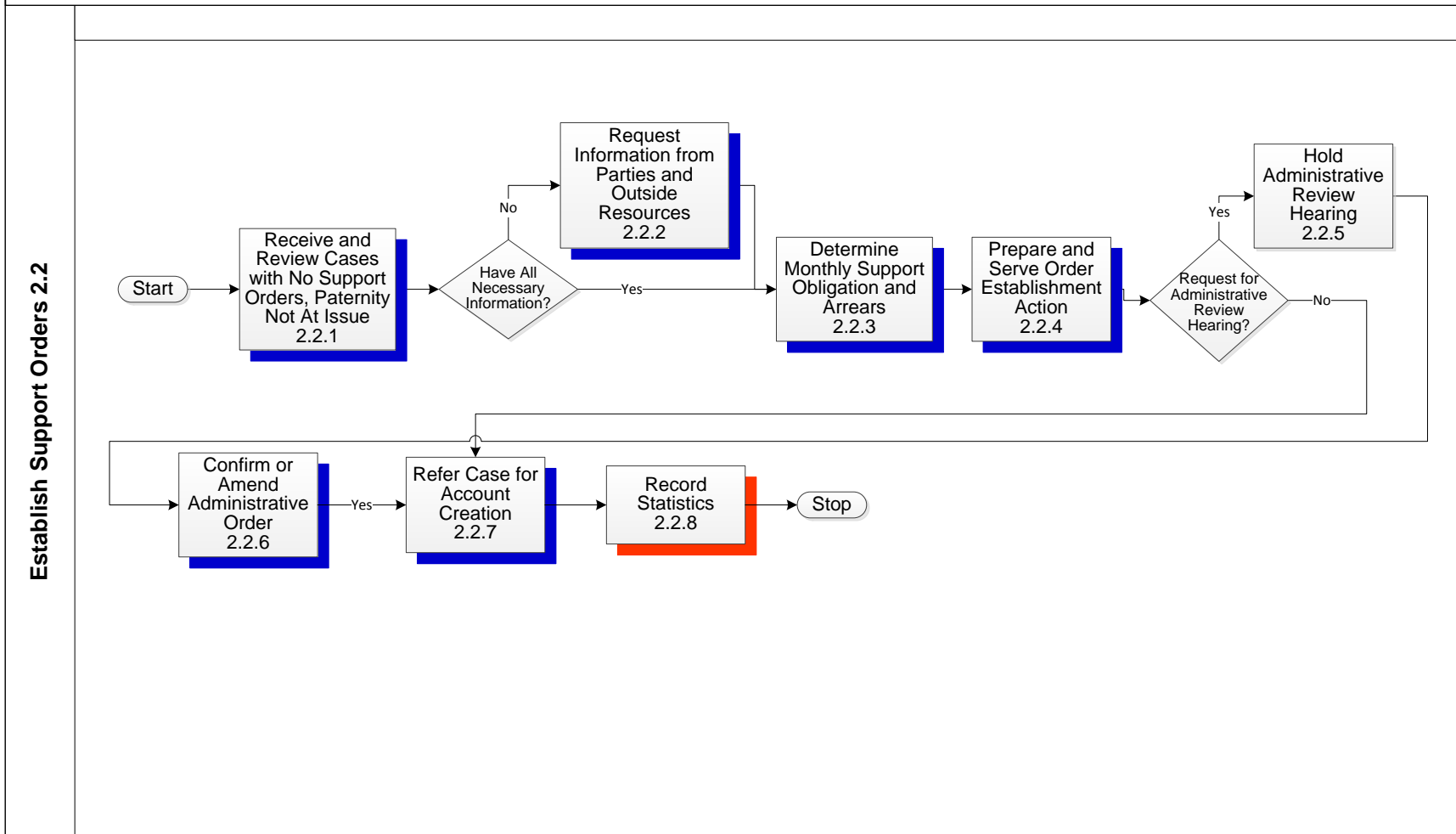
PROCESS NUMBER - NAME:		2.1—Establish/Disestablish Paternity		
PROCESS OBJECTIVES:		Ensure a Legal Basis for Order Establishment is Established or Disestablished		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
2.1.7 If There are No Other Possible Fathers, or if Paternity is Not Established, or if Paternity is Not Confirmed after Dispute Genetic Testing, Close Case	<ul style="list-style-type: none"> • Caseworker 	<ul style="list-style-type: none"> • Genetic testing results • Establishment of paternity • No Other Possible Fathers • Hearing results from genetic testing dispute 	<ul style="list-style-type: none"> • If the caseworker determines that there are no other possible fathers, is not established, or not confirmed after genetic testing dispute hearing, they will close the case 	<ul style="list-style-type: none"> • Case closure
2.1.8 Record Statistics	<ul style="list-style-type: none"> • Caseworker 	<ul style="list-style-type: none"> • Genetic testing results • Paternity establishment action 	<ul style="list-style-type: none"> • Caseworker to record statistics on the report to supervisor 	<ul style="list-style-type: none"> • Statistics recorded on report

7.2.1.2 Process 2.2: Establish Support Orders

Following the establishment of paternity, or if paternity is not an issue, the case will proceed to support order establishment. Support order establishment involves gathering information from both parents relating to income and other financial information as well as the medical and child care needs of the child in question. The information received is used to apply the guidelines to determine the amount of the support obligation, including medical support.

The CSSD performs all activities associated with the establishment process. Upon receipt of a new case, the caseworkers perform an assessment to determine if establishment services are necessary. The caseworkers gather information such as birth records, financial data, medical and child care costs. As needed, the custodial and noncustodial parties are contacted to gather this information as well as other sources such as employers. Caseworker activities include interviewing the parties, performing guideline calculations, and preparing administrative orders of legal pleadings and other documents. Legal documents are prepared using both NSTAR forms and the document generation application tied to it. Obtaining medical support is also part of the establishment process.

Establishment Processes 2.0



PROCESS NUMBER - NAME:		2.2—Establish Support Orders			
PROCESS OBJECTIVES:		Establish a Legal Base for Child Support Collections			
PROCESS STEP		WHO	INPUT	ACTIVITIES	OUTPUTS
2.2 Establish Support Orders					
2.2.1	Receive and Review Cases with No Support Orders, Paternity Not At Issue	<ul style="list-style-type: none"> • Caseworker 	<ul style="list-style-type: none"> • Case information 	<ul style="list-style-type: none"> • Caseworker receives and reviews cases with no support orders and with paternity not at issue • Caseworker determines if all information needed is available 	<ul style="list-style-type: none"> • Cases ready for support order establishment
2.2.2	If Do Not Have All Necessary Information, Request Information from Parties and Outside Resources	<ul style="list-style-type: none"> • Caseworker 	<ul style="list-style-type: none"> • Cases ready for support order establishment 	<ul style="list-style-type: none"> • Caseworker requests information from case parties and outside resources 	<ul style="list-style-type: none"> • Request for information
2.2.3	If Have All Necessary Information, Determine Monthly Support Obligation and Arrears	<ul style="list-style-type: none"> • Caseworker 	<ul style="list-style-type: none"> • Case information 	<ul style="list-style-type: none"> • Caseworker determines the monthly support obligation and arrears 	<ul style="list-style-type: none"> • Monthly support obligation and arrears
2.2.4	Prepare and Serve Order Establishment Action	<ul style="list-style-type: none"> • Caseworker 	<ul style="list-style-type: none"> • Monthly support obligation and arrears 	<ul style="list-style-type: none"> • Caseworker prepares the order establishment (using certified mail and process servers) • Determine if administrative review hearing is needed 	<ul style="list-style-type: none"> • Establishment order • Determination if administrative review hearing is needed
2.2.5	If there Is a Request for Administrative Review Hearing, Hold Administrative Review Hearing	<ul style="list-style-type: none"> • CSSII in MS 24 	<ul style="list-style-type: none"> • Establishment order 	<ul style="list-style-type: none"> • If administrative review is needed, CSSII holds administrative review hearing 	<ul style="list-style-type: none"> • Administrative review hearing
2.2.6	If there Is No Request for Administrative Review Hearing, Confirm or Amend Administrative Order	<ul style="list-style-type: none"> • CSSII in MS 24 	<ul style="list-style-type: none"> • Outcome of administrative review hearing 	<ul style="list-style-type: none"> • Review case facts • Determine if ordered amount is correct 	<ul style="list-style-type: none"> • Confirmed or amended Administrative Order

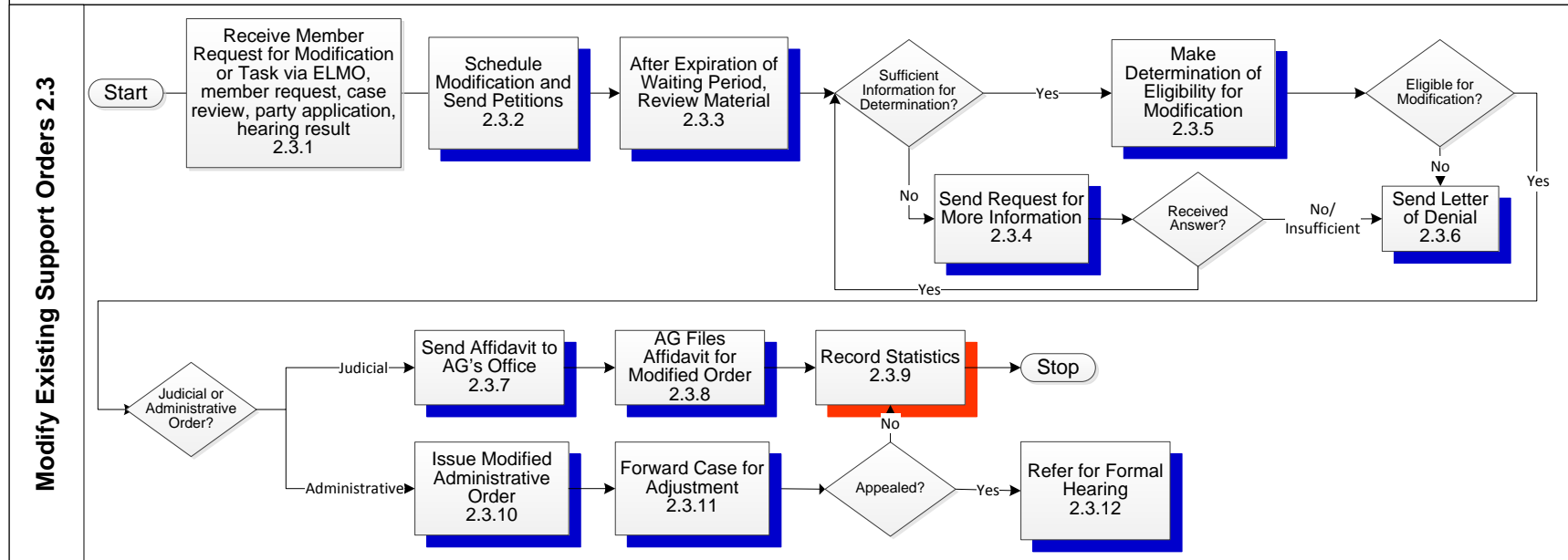
PROCESS NUMBER - NAME:		2.2—Establish Support Orders			
PROCESS OBJECTIVES:		Establish a Legal Base for Child Support Collections			
PROCESS STEP		WHO	INPUT	ACTIVITIES	OUTPUTS
2.2.7 If There Is No Request for Administrative Review Hearing, Refer Case for Account Creation		• Caseworker	• Administrative order	• Caseworker refers the case for account creation	• Referral for account creation
2.2.8 Record Statistics		• Caseworker	• Established support order	• Caseworker records statistics on Report for Supervisor	• Recorded statistic on report

7.2.1.3 Process 2.3: Modify Existing Support Orders

The Modifications section is responsible for making adjustments to an existing order for support. This may be based on the discovery by an Enforcement Caseworker that the Monthly Support Order (MSO) for an obligor is incorrect, the result of a hearing that modified an initial Administrative Support Order (ASO), or it could be initiated in the section because of the need for a periodic review and adjustment of an existing order or on request of one of the case parties.

The section also manages registration of foreign orders (ROFO). A foreign order is a court order issued by state court in the United States other than Alaska, or a court of another country. If the CP desires Alaska to take action on the foreign court order, it needs to be registered in Alaska. Registration of a valid foreign court order for the purpose of enforcement is allowed at any time, and is a fairly straightforward process. Registration for the purpose of a modification is much more complicated.

Establishment Processes 2.0

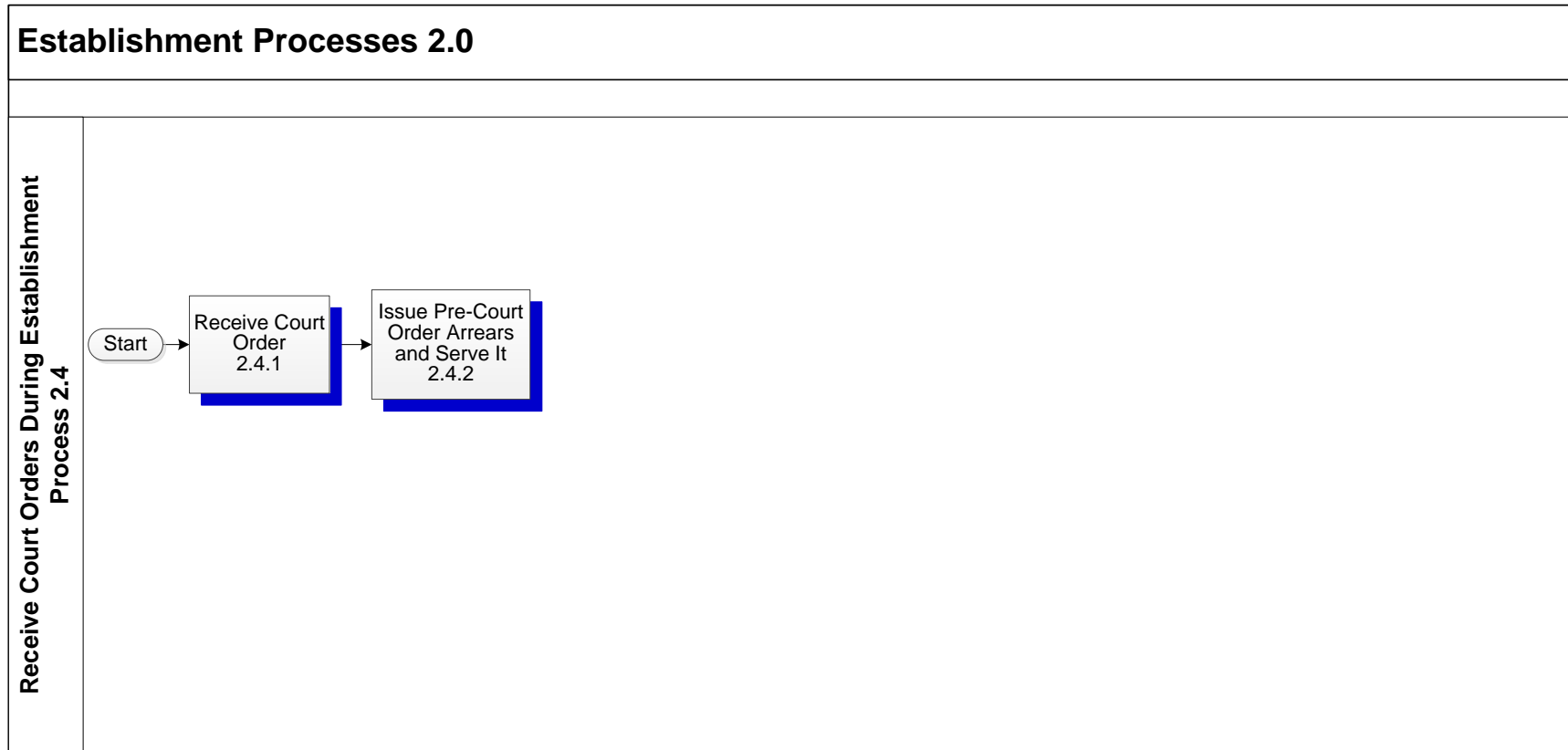


PROCESS NUMBER - NAME:		2.3—Modify Existing Support Orders		
PROCESS OBJECTIVES:		Ensure that Existing Support Orders are Modified on Time and Modified Correctly		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
2.3 Modify Existing Support Orders				
2.3.1 Receive Member Request for Modification or Task via ELMO, member request, case review, party application, hearing result	<ul style="list-style-type: none"> Caseworker 	<ul style="list-style-type: none"> Request for order modification 	<ul style="list-style-type: none"> Caseworker receives notification for order modification 	<ul style="list-style-type: none"> Order modification request

PROCESS NUMBER - NAME:		2.3—Modify Existing Support Orders		
PROCESS OBJECTIVES:		Ensure that Existing Support Orders are Modified on Time and Modified Correctly		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
2.3.2 Schedule Modification and Send Petitions	• Caseworker	<ul style="list-style-type: none"> Order modification request Case information 	<ul style="list-style-type: none"> Caseworker issues petition for income information from case participants Caseworker initiates order modification and schedules period for participants to respond and adds trigger to NSTAR to review the information at a later date 	<ul style="list-style-type: none"> Petition for information NSTAR trigger
2.3.3 After Expiration of Waiting Period, Review Material	• Caseworker	<ul style="list-style-type: none"> Information from petition request 	<ul style="list-style-type: none"> Caseworkers reviews information submitted Caseworker determines if there is sufficient information for a review determination 	<ul style="list-style-type: none"> Reviewed information
2.3.4 If No Sufficient Information for Determination, Send Request for More Information	• Caseworker	<ul style="list-style-type: none"> Reviewed information 	<ul style="list-style-type: none"> Caseworker sends a request for more information if there is not sufficient information for a review 	<ul style="list-style-type: none"> Request for more information
2.3.5 If Received Answer and Sufficient Information for Determination, Make Determination of Eligibility for Modification	• Caseworker	<ul style="list-style-type: none"> Submitted information 	<ul style="list-style-type: none"> Caseworker determines if case is eligible for modification 	<ul style="list-style-type: none"> Determination if case is eligible
2.3.6 If Not Eligible for Modification or No/Insufficient Answer to Request for More Information, Send Letter of Denial	• Caseworker	<ul style="list-style-type: none"> Determination if case is eligible 	<ul style="list-style-type: none"> If Caseworker determines that the case is not eligible for modification, they send a Letter of Denial 	<ul style="list-style-type: none"> Denial letter
2.3.7 If Eligible for Modification, and Is a Judicial Order, Send Affidavit to AG's Office	• Caseworker	<ul style="list-style-type: none"> Determination if case is eligible 	<ul style="list-style-type: none"> If Caseworker determines that the case is eligible for modification, and it is a Judicial Order, caseworker sends to the affidavit to the AG's Office 	<ul style="list-style-type: none"> Referral to AG's Office Affidavit

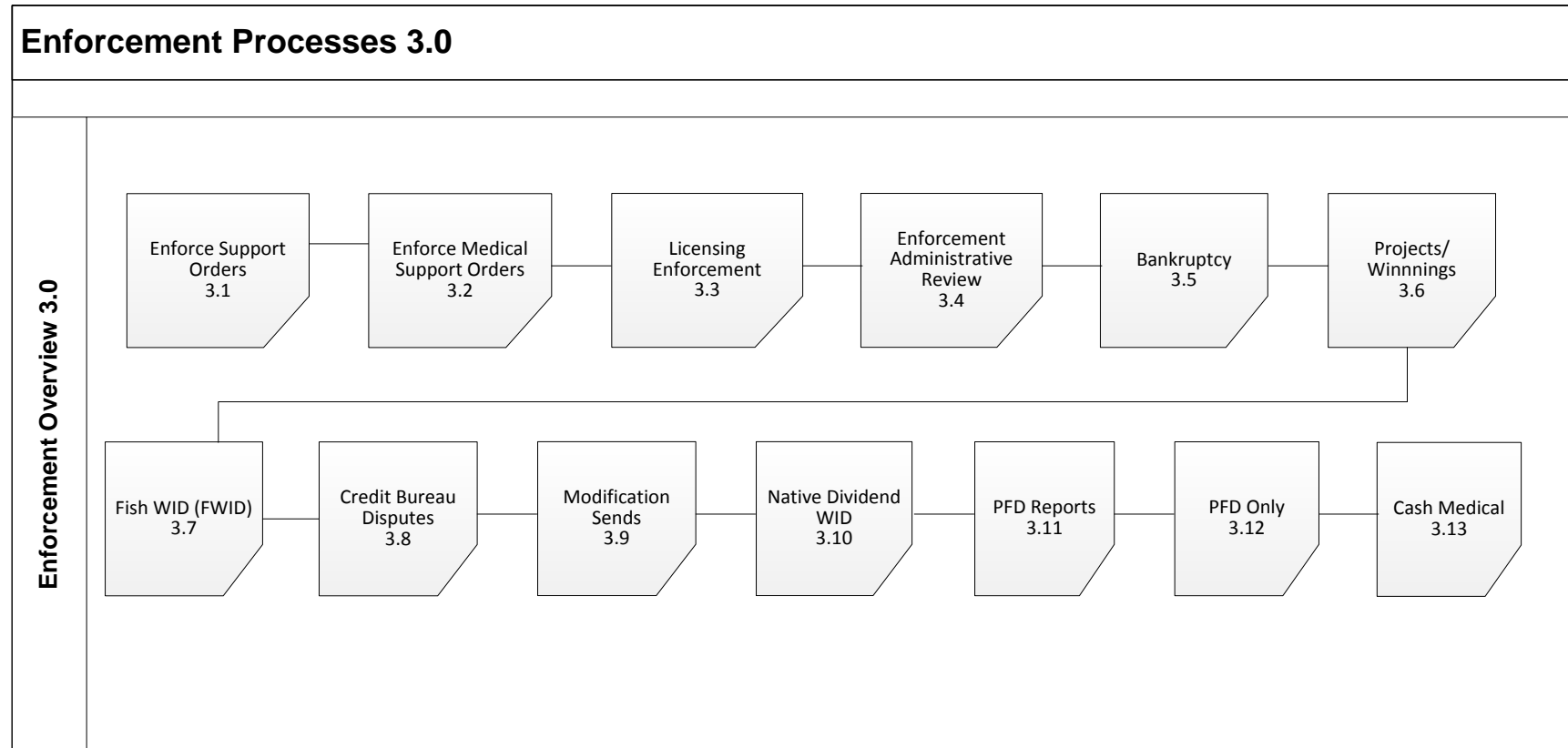
PROCESS NUMBER - NAME:		2.3—Modify Existing Support Orders			
PROCESS OBJECTIVES:		Ensure that Existing Support Orders are Modified on Time and Modified Correctly			
PROCESS STEP		WHO	INPUT	ACTIVITIES	OUTPUTS
2.3.8 AG Files Affidavit for Modified Order		• AAG	<ul style="list-style-type: none"> • CSSD calculations • CSSD affidavit in support of modifying order 	<ul style="list-style-type: none"> • Affidavit filed in court 	<ul style="list-style-type: none"> • Court hearing
2.3.9 If there Is No Appeal, Record Statistics/Update Log		• Caseworker	<ul style="list-style-type: none"> • Referral to case adjustment 	<ul style="list-style-type: none"> • If there is no appeal, the caseworker records statistics and updates the log 	<ul style="list-style-type: none"> • Statistics recorded on report • Log updated
2.3.10 If Eligible for Modification and Is an Administrative Order, Issue Modified Administrative Order		• Caseworker	<ul style="list-style-type: none"> • Calculations • Case party income information 	<ul style="list-style-type: none"> • Issue modified administrative order 	<ul style="list-style-type: none"> • Modified administrative order
2.3.11 Forward Case for Adjustment		• Caseworker	<ul style="list-style-type: none"> • Case information 	<ul style="list-style-type: none"> • Caseworker forwards for case adjustment • Caseworker sends notification to the case parties of the, modification 	<ul style="list-style-type: none"> • Referral to case adjustment
2.3.12 If there Is an Appeal, Refer for Formal Hearing		• Caseworker	<ul style="list-style-type: none"> • Appeal 	<ul style="list-style-type: none"> • If there is an appeal, the caseworker refers for formal hearing 	<ul style="list-style-type: none"> • Referral for hearing

7.2.1.4 2.4: Receive Court Orders During Establishment Process



PROCESS NUMBER - NAME:		2.4—Receive Court Orders During Establishment Process		
PROCESS OBJECTIVES:		Receive Court Orders During Establishment Process		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
2.4 Receive Court Orders During Establishment Process				
2.4.1 Receive Court Order	<ul style="list-style-type: none"> Caseworker 	<ul style="list-style-type: none"> Court order such as Divorce Decree, Domestic Violence Order, Adoption Decree, Child in Need of Aid, Temporary Custody Order, Relinquishment of Parental Rights, Termination of Parental Rights, Adjudication Order, Disposition Order, or Release of Custody Order 	<ul style="list-style-type: none"> Review copy of order 	<ul style="list-style-type: none"> Copy of order
2.4.2 Issue Pre-Court Order Arrears and Serve It	<ul style="list-style-type: none"> Establishment caseworker 	<ul style="list-style-type: none"> Court order Application date 	<ul style="list-style-type: none"> Issue administrative order for pre-court ordered timeframes 	<ul style="list-style-type: none"> Arrears only administrative CSO

7.3 Enforcement Processes 3.0



7.3.1 ENFORCEMENT PROCESSES SUMMARY

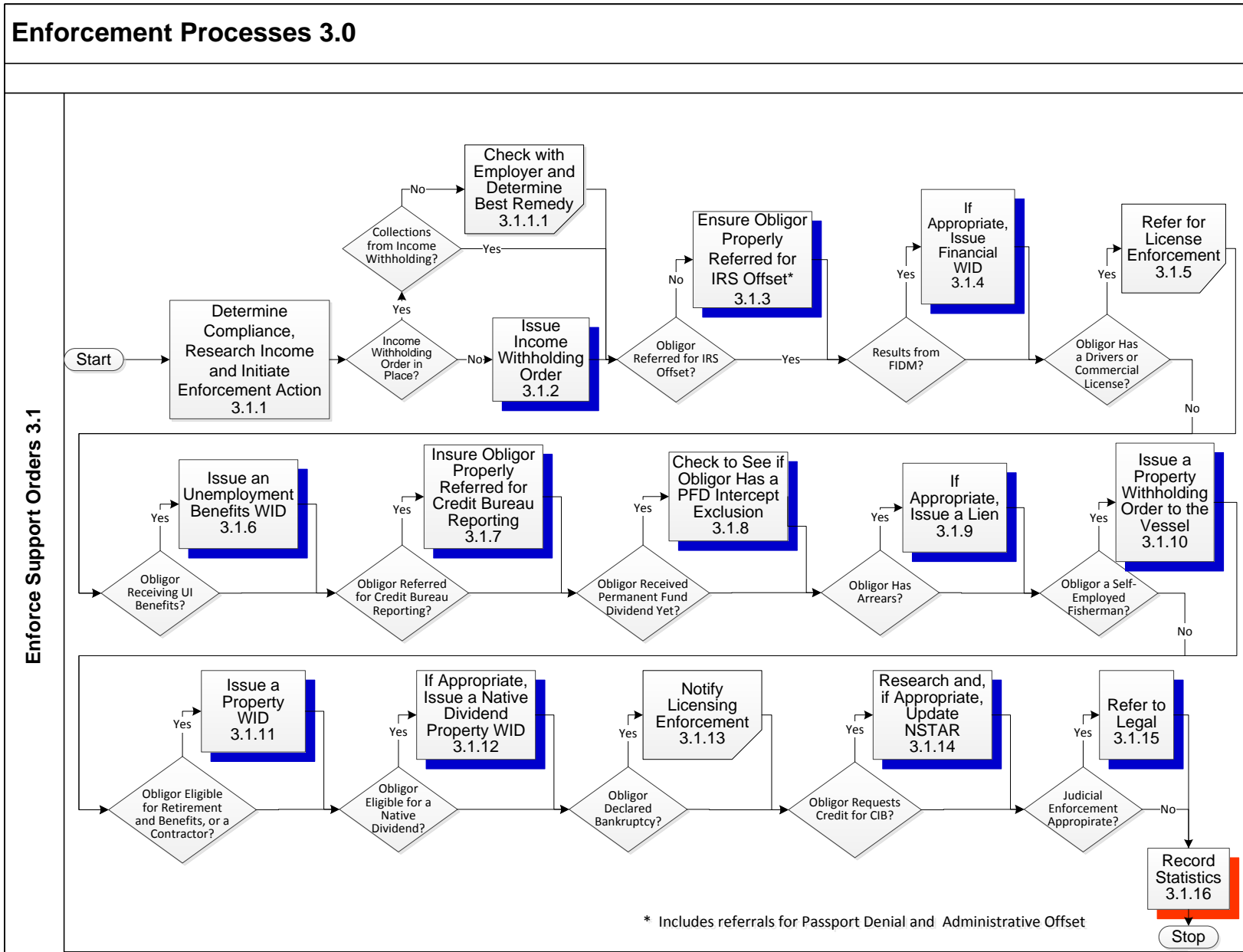
Enforcement consists primarily of activities performed on a case to compel the obligor's compliance with the terms of his or her support order(s). For IV-D cases, enforcement activities cannot be efficiently implemented unless the other core business functions of child support (case initiation, establishment, and financials) have been effectively conducted. Furthermore, if the cross-functional processes of case management and locate have not been adequately performed or utilized, the relative success of the various enforcement tools is greatly diminished.

All cases with new support orders or new cases with existing support orders are referred to the Enforcement section. Except for occasional transfers to Modifications or to Audits and Adjustments, or as the result of the relocation of one of the parties to another State, Enforcement caseworkers will retain CSE cases until they close.

The Enforcement Processes Summary consists of two sub-processes:

- 3.1 Enforce Support Orders
- 3.2 Enforce Medical Support Orders
- 3.3 Licensing Enforcement
- 3.4 Enforcement Administrative Review
- 3.5 Bankruptcy
- 3.6 Projects/Winnings
- 3.7 Fish WID (FWID)
- 3.8 Credit Bureau Disputes
- 3.9 Modification Sends
- 3.10 Native Dividend WID
- 3.11 PFD Reports
- 3.12 PFD Only
- 3.13 Cash Medical

7.3.1.1 Process 3.1: Enforce Support Orders



Enforcement activities are both automated and manual. To initiate and execute the enforcement activities, typically an event or trigger, such as new information on income or assets, must have occurred. The two common triggers leading to the initiation of enforcement activities are:

Obligor fails or has failed to adequately comply with the financial and/or medical support order terms, or

Locate efforts are successful in identifying or verifying an obligor's employment, address, income, or assets, or an order is entered in NSTAR

With the onset of any one of these triggers, one or more of the enforcement remedies sub-processes can be initiated. The enforcement sub-processes are not applied in a linear fashion but can be initiated at any time in the life of a case depending upon the circumstances of the specific case.

Sub-processes under enforcement identify the various enforcement remedies. There are different criteria for the use of these enforcement remedies and different roles played by the State and attorneys in each of these remedies. Enforcement sub-processes are presented in the following table.

Enforcement Activities	Comments
Determining Compliance and Initiating Enforcement Action	This sub-process describes the monitoring of regular payments and the identification of cases that are not in compliance with the terms of a support order and the selection of an appropriate enforcement action to be pursued on a case.
Income Withholding	This sub-process describes the withholding of wages or other income for payment of a support obligation, both current and arrears.
Federal Income Tax Refund Offset	This sub-process describes the interception of federal income tax refunds to pay child support arrears. This is part of Federal Collections & Enforcement (FCE) through OCSE.
Financial Institution Data Match (FIDM)	This sub-process describes the identification of accounts held by delinquent obligors and the process to freeze and seize those accounts for payment of a support obligation, both current and arrears.
Unemployment Benefits	This sub-process is similar to income withholding and describes how a portion of an NCP's unemployment insurance benefits, is withheld for payment of a support obligation, both current and arrears.
Credit Bureau Reporting	This sub-process describes the activities involved in providing an NCP's support obligation and child support payment history information to credit reporting agencies such as Experian, TransUnion, Innovis, and Equifax.
Medical Support Enforcement	This sub-process describes how medical support obligations, including orders to provide health insurance and dollar-specific medical support, are enforced.
Passport Denial	This sub-process describes the activities involved in submitting an NCP's name to the state department to prevent the issuance or renewal of a passport to an individual unless an arrangement is made for payment of both current and arrears. This is part of Federal Collections & Enforcement (FCE) through OCSE.

Enforcement Activities	Comments
Judgment by Operation of Law (Lien)	This sub-process describes the activities involved in creating a secured legal interest or lien against real property belonging to the NCP. A lien may be used as an enforcement tool if the NCP has a child support arrearage, which may include retroactive support, and owns real property in the state where the lien is asserted.
Judicial Enforcement (Contempt)	This sub-process describes the activities necessary to pursue, through the court system, civil enforcement remedies available for failure to pay child support in a timely manner. The most common judicial enforcement tool is contempt of court: seeking an order from the court finding the NCP in contempt for failure to comply with the terms of the support order and imposing sanctions, including incarceration, for the noncompliance.
Driver's License Suspension (DLS)	The sub-process describes how cases are selected for DLS and the steps for initiating and releasing a driver's license suspension as a means to compel for payment of both current and arrears.
Federal Criminal Prosecution	This sub-process describes the process for selecting and referring cases to the US Attorney for criminal prosecution in the federal courts. The process is used on very few cases, but is typically a high profile enforcement tool.
Occupational License Suspension (OLS)	This sub-process describes how cases are selected for OLS and the steps for initiating a suspension of an occupational license as a means to compel payment of both current and arrears. This sub-process is similar to Driver's License Suspension; however, it has different data inputs and different notice requirements.
Payment Plans	This sub-process describes the negotiation of payment plans as a means to establish a payment flow to pay both current and arrears and, in some instances, to avoid the imposition of another enforcement remedy. The implementation of a payment plan is a common outcome of various enforcement activities.
Permanent Fund Dividend Intercept	This sub-process describes the interception of Permanent Fund share for payment of a support obligation, both current and arrears.
Administrative Enforcement Intergovernmental (AEI)	This sub-process describes the steps involved in collecting, both current support and arrears through an EFT/EDI request to another State.
Administrative Offset	This sub-process describes the administrative offset of federal wages or other federal income for payment of a support obligation, both current and arrears. This is part of Federal Collections & Enforcement (FCE) through OCSE.
IRS Full Collection	This sub-process describes the utilization of the Internal Revenue Service Full Collection services for payment of a support obligation, both current and arrears.
Bonds	This sub-process describes the imposition the obligation to secure a bond on an NCP to ensure the payment of a support obligation, both current and arrears.

The table below summarizes the enforcement remedies based upon whether the remedy is initiated by a caseworker, is NSTAR-initiated or may be initiated by either.

Caseworker Initiated	NSTAR-Initiated	Either Caseworker or NSTAR Initiated
Bonds Federal Criminal Prosecution FIDM Levies IRS Full Collection Judgment by Operation of Law (Lien) Judicial Enforcement (Contempt) Negotiated Payment Plan Permanent Fund Offset Registration of Foreign Order (ROFO)	Administrative Offset (Federal) Credit Bureau Reporting Federal Income Tax Refund Offset FIDM Match Passport Denial Unemployment Benefits Intercept	Determining Compliance and Initiating Enforcement Action Driver's License Suspension Income Withholding Medical Support Enforcement Occupational License Suspension

PROCESS NUMBER - NAME:		3.1—Enforce Support Orders			
PROCESS OBJECTIVES:		Enforce Orders for Financial Support			
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS	
3.1 Enforce Support Orders					
3.1.1 Determine Compliance, Research Income and Initiate Enforcement Action	<ul style="list-style-type: none"> Caseworker 	<ul style="list-style-type: none"> Case information including compliance and income 	<ul style="list-style-type: none"> Caseworker reviews case and determines compliance Caseworker researches income Caseworker determines if income withholding is in place If income withholding is in place, caseworker determines if income withholding is collecting payment If income withholding is in place, caseworker determines if it is not collecting payments 	<ul style="list-style-type: none"> Determination if income withholding is in place Determination if income withholding is collecting payments 	

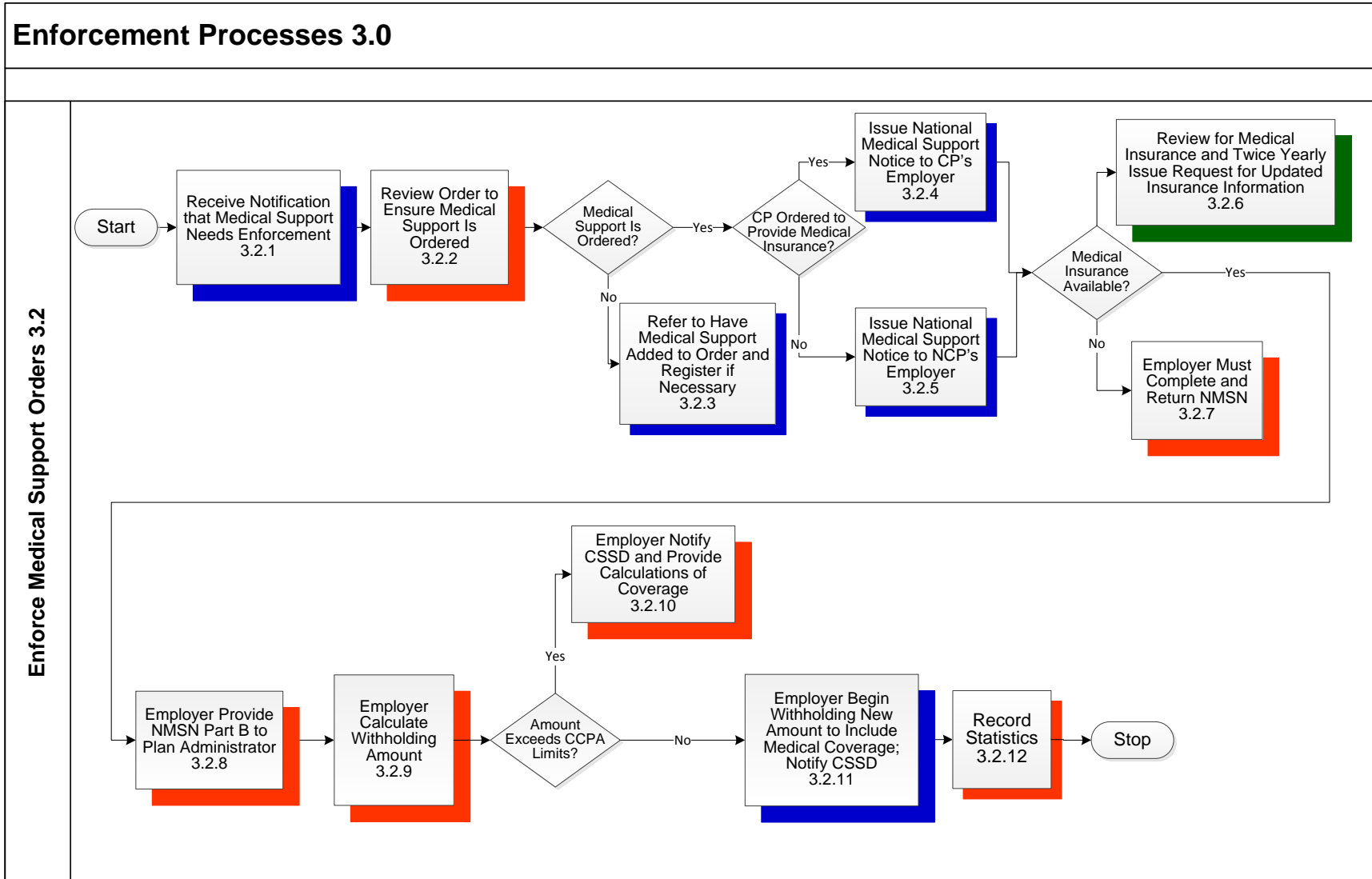
PROCESS NUMBER - NAME:		3.1—Enforce Support Orders		
PROCESS OBJECTIVES:		Enforce Orders for Financial Support		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
3.1.1.1 If Income Withholding Order in Place and there are No Collections from Income Withholding, Check with Employer and Determine Best Remedy	• Caseworker	<ul style="list-style-type: none"> Income withholding order Determination if income withholding is collecting payments 	<ul style="list-style-type: none"> If income withholding is in place, and the income withholding is not collecting payments, caseworker checks with the employer and determines the best remedy 	<ul style="list-style-type: none"> Agreement/remedy with employer
3.1.2 If Income Withholding Order Is Not in Place, Issue Income Withholding Order	• Caseworker	<ul style="list-style-type: none"> Compliance determination Income information Determination if income withholding is in place 	<ul style="list-style-type: none"> If income withholding order is not in place, caseworker issues income withholding order 	<ul style="list-style-type: none"> Income withholding order
3.1.3 If Obligor Is Not Referred for IRS Offset, Ensure Obligor Properly Referred for IRS Offset	• Caseworker	<ul style="list-style-type: none"> Case information Referral for IRS offset 	<ul style="list-style-type: none"> Caseworker determines if obligor has been referred for IRS offset or not If caseworker determines that obligor has not been referred, caseworker ensures that the obligor is properly referred for IRS offset 	<ul style="list-style-type: none"> Referral for IRS offset
3.1.4 If there Are Results from FIDM, If Appropriate, Issue Financial WID	• Caseworker	<ul style="list-style-type: none"> Case information FIDM results 	<ul style="list-style-type: none"> If there are results from FIDM and if appropriate, caseworker issues and serves a Financial WID (special withholding order: Notice of Garnishment) 	<ul style="list-style-type: none"> Financial WID
3.1.5 If Obligor Has a Drivers or Commercial License, Refer for License Enforcement	• Caseworker	<ul style="list-style-type: none"> Case Information Driver's or Commercial License Information 	<ul style="list-style-type: none"> Caseworker determines if the obligor has a Driver's License or a Commercial License If Obligor has a Driver's License or Commercial License, caseworker refers the obligor for license enforcement 	<ul style="list-style-type: none"> License enforcement

PROCESS NUMBER - NAME:		3.1—Enforce Support Orders		
PROCESS OBJECTIVES:		Enforce Orders for Financial Support		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
3.1.6 If the Obligor Is Receiving UI Benefits, Issue an Unemployment Benefits WID	• Caseworker	<ul style="list-style-type: none"> Case Information Unemployment benefits information 	<ul style="list-style-type: none"> Caseworker determines if obligor is receiving Unemployment Benefits or not If the obligor is receiving Unemployment Benefits, caseworker issues and serves an Unemployment Benefits WID 	• Unemployment Benefits WID
3.1.7 If Obligor Is Referred for Credit Bureau Reporting, Ensure Obligor Properly Referred for Credit Bureau Reporting	• Caseworker	<ul style="list-style-type: none"> Case Information Credit bureau reporting information 	• Caseworker to review credit bureau reporting and ensure it is properly referred	• Appropriate credit bureau reporting
3.1.8 If Obligor Received Permanent Fund Dividend, Check to See if Obligor Has a PFD Intercept Exclusion	• Caseworker	<ul style="list-style-type: none"> Case information PFD (Permanent Fund Dividend) intercept information 	<ul style="list-style-type: none"> Caseworker determines if obligor received PFD If there has not been any payments received from PFD, caseworker checks NSTAR for a PFD intercept exclusion 	<ul style="list-style-type: none"> PFD intercept exclusion If obligor has not applied within 2 years but is eligible, refer for PFD app order
3.1.9 If Obligor Has Arrears, If Appropriate, Issue a Lien	• Caseworker	<ul style="list-style-type: none"> Case information Arrears information 	<ul style="list-style-type: none"> Caseworker researches clerks/recorder's system for obligor arrears If obligor has arrears, caseworker issues a lien, if appropriate 	• Property lien
3.1.10 If Obligor Is a Self-Employed Fisherman, Issue a Property Withholding Order to the Vessel	• Caseworker	<ul style="list-style-type: none"> Case information Commercial fisheries screens and information 	<ul style="list-style-type: none"> Caseworker researches if obligor is a self-employed fisherman or not If obligor is a self-employed fisherman, caseworker issues and serves a Property WID 	• Property WID

PROCESS NUMBER - NAME:		3.1—Enforce Support Orders		
PROCESS OBJECTIVES:		Enforce Orders for Financial Support		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
3.1.11 If Obligor Is Eligible for Retirement and Benefits, or Is a Contractor, Issue a Property WID	<ul style="list-style-type: none"> • Caseworker 	<ul style="list-style-type: none"> • Case information • Retirement eligibility and benefits information • Contractor information 	<ul style="list-style-type: none"> • Caseworker researches if obligor is eligible for retirement and benefits or not • Caseworker researches if obligor is a contractor • If obligor is eligible and receives benefits or if obligor is contractor, caseworker issues and serves a Property WID 	<ul style="list-style-type: none"> • Property WID
3.1.12 If Obligor Is Eligible for a Native Dividend, If Appropriate, Issue a Native Dividend Property WID	<ul style="list-style-type: none"> • Caseworker 	<ul style="list-style-type: none"> • Case information • Native dividend information 	<ul style="list-style-type: none"> • Caseworker researches if obligor is eligible for Native Dividend • If order contains ANCSA, obligor is eligible and receives Native Dividend, caseworker issues and serves a Native Dividend WID • If no ANCSA and obligor is eligible to receive Native Dividend, caseworker refers to legal 	<ul style="list-style-type: none"> • Native Dividend WID
3.1.13 If Obligor Has Declared Bankruptcy, Notify Licensing Enforcement	<ul style="list-style-type: none"> • Caseworker 	<ul style="list-style-type: none"> • Case information • Declared bankruptcy information 	<ul style="list-style-type: none"> • Caseworkers researches if notified that the obligor has possibly filed bankruptcy or not • If obligor has declared bankruptcy, caseworker notifies licensing enforcement • Search pacer.gov website 	<ul style="list-style-type: none"> • Notification to licensing enforcement
3.1.14 If Obligor Requests Credit for Child Insurance Benefits (CIB), Research and, if Appropriate, Update NSTAR	<ul style="list-style-type: none"> • Caseworker 	<ul style="list-style-type: none"> • Case information • CIB (Children's Insurance Benefits) information 	<ul style="list-style-type: none"> • Caseworker researches CIB and if appropriate requests adjustments • Refer to modifications 	<ul style="list-style-type: none"> • CIB Credit

PROCESS NUMBER - NAME:		3.1—Enforce Support Orders		
PROCESS OBJECTIVES:		Enforce Orders for Financial Support		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
3.1.15 If Judicial Enforcement Is Appropriate, Refer to Legal	<ul style="list-style-type: none"> Caseworker 	<ul style="list-style-type: none"> Case information Case compliance 	<ul style="list-style-type: none"> Caseworker determines if it appropriate for judicial enforcement If it is determined that the case should be refer to legal, caseworker refers to legal 	<ul style="list-style-type: none"> Referral to legal
3.1.16 Record Statistics	<ul style="list-style-type: none"> Caseworker 	<ul style="list-style-type: none"> Enforcement action statistics 	<ul style="list-style-type: none"> Caseworker records enforcement action statistics and reports to supervisor 	<ul style="list-style-type: none"> Enforcement action statistics reported

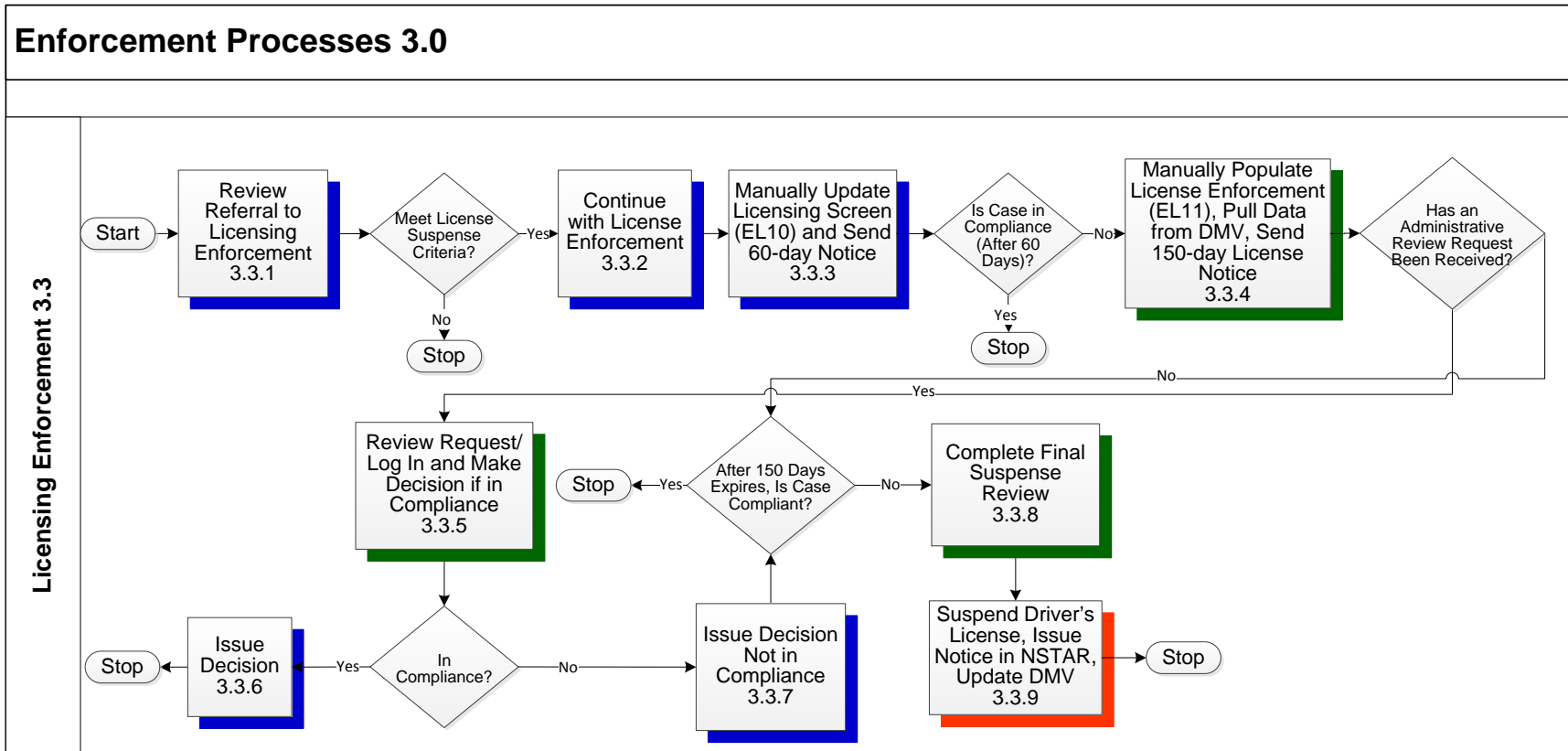
7.3.1.2 Process 3.2: Enforce Medical Support Orders



PROCESS NUMBER - NAME:		3.2—Enforce Medical Support Orders			
PROCESS OBJECTIVES:		Enforce Orders for Medical Support			
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS	
3.2 Enforce Medical Support Orders					
3.2.1 Receive Notification that Medical Support Needs Enforcement	<ul style="list-style-type: none"> • QA • Caseworker 	<ul style="list-style-type: none"> • Update CSSD System that medical should be enforced 	<ul style="list-style-type: none"> • Case coded for medical enforcement 	<ul style="list-style-type: none"> • Enforcement for medical 	
3.2.2 Review Order to Ensure Medical Support Is Ordered	<ul style="list-style-type: none"> • QA • Caseworker 	<ul style="list-style-type: none"> • Update CSSD System with who is ordered to provide medical coverage • Notate if Indian health services is available 	<ul style="list-style-type: none"> • Updating CSSD System with which case party is ordered to provide coverage 	<ul style="list-style-type: none"> • Case is coded for medical coverage & enforcement 	
3.2.3 If Medical Support Is Not Ordered, Refer To Have Medical Support Added to Order and Register if Necessary	<ul style="list-style-type: none"> • Caseworker 	<ul style="list-style-type: none"> • Enter mod request to have order modified for medical enforcement 	<ul style="list-style-type: none"> • Order is modified to include medical 	<ul style="list-style-type: none"> • Case is coded for medical coverage & enforcement 	
3.2.4 If Medical Support Is Ordered and if CP Ordered to Provide Medical Insurance, Issue National Medical Support Notice to CP's Employer	<ul style="list-style-type: none"> • QA • Caseworker 	<ul style="list-style-type: none"> • Order medical support notice to CP's employer 	<ul style="list-style-type: none"> • Medical Support order sent to employer 	<ul style="list-style-type: none"> • Employer advises CSSD of coverage and cases is updated with medical coverage info 	
3.2.5 If Medical Support Is Ordered and if CP Is Not Ordered to Provide Medical Insurance, Issue National Medical Support Notice to NCP's Employer	<ul style="list-style-type: none"> • QA • Caseworker 	<ul style="list-style-type: none"> • National medical support order ordered to NCP's employer through CSSD System 	<ul style="list-style-type: none"> • Medical support order sent to employer 	<ul style="list-style-type: none"> • Medical support order sent to employer to respond 	
3.2.6 Review for Medical Insurance and Twice Yearly Issue Request for Updated Insurance Information	<ul style="list-style-type: none"> • Batch by system 	<ul style="list-style-type: none"> • Batch order 1922 medical inquiry notices to both case parties twice yearly 	<ul style="list-style-type: none"> • Medical inquiry sent to both case parties for update medical info 	<ul style="list-style-type: none"> • Case is updated with medical coverage info provided 	

PROCESS NUMBER - NAME:		3.2—Enforce Medical Support Orders		
PROCESS OBJECTIVES:		Enforce Orders for Medical Support		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
3.2.7 If Medical Insurance Is Not Available, Employer Must Complete and Return NMSN	<ul style="list-style-type: none"> • Employer 	<ul style="list-style-type: none"> • CSSD System is updated that medical insurance is not available 	<ul style="list-style-type: none"> • Case is coded that coverage is not currently available 	<ul style="list-style-type: none"> • Monitor for future medical coverage
3.2.8 If Medical Insurance Available, Employer Provide NMSN Part B to the Plan Administrator	<ul style="list-style-type: none"> • Employer 	<ul style="list-style-type: none"> • Plan administrator reviews NMSN and if medical coverage is available 	<ul style="list-style-type: none"> • Plan administrator reviews to enroll NCP and dependents for medical 	<ul style="list-style-type: none"> • Medical coverage started
3.2.9 Employer Calculate Withholding Amount	<ul style="list-style-type: none"> • Plan Administrator 	<ul style="list-style-type: none"> • Plan administrator reviews NCP's net disposable income and the cost of coverage for dependents 	<ul style="list-style-type: none"> • If cost of coverage does not exceed CCPA limits employer enrolls NCP and dependents 	<ul style="list-style-type: none"> • Notification sent to CSSD and CP of medical coverage and policy info
3.2.10 If Amount Exceeds CCPA Limits, Employer Notify CSSD and Provide Calculations of Coverage	<ul style="list-style-type: none"> • Plan Administrator • Employer 	<ul style="list-style-type: none"> • Plan administrator reviews NCP's net disposable income and the cost of coverage for dependents 	<ul style="list-style-type: none"> • If cost over coverage exceeds to the CCPA limits, employer or plan administrator sends calculations to CSSD 	<ul style="list-style-type: none"> • CSSD reviews calculations and advises how to proceed on whether to enroll or not enroll
3.2.11 If Amount Does Not Exceed CCPA Limits, Employer Begin Withholding New Amount to Include Medical Coverage; Notify CSSD	<ul style="list-style-type: none"> • Plan Administrator • Employer 	<ul style="list-style-type: none"> • NCP and dependents enrolled in medical plan • Medical policy information sent to CSSD • System updated with overage 	<ul style="list-style-type: none"> • Medical policy information sent to CSSD 	<ul style="list-style-type: none"> • CSSD System is updated with medical coverage and policy information sent to CP
3.2.12 Record Statistics	<ul style="list-style-type: none"> • QA • Caseworker 	<ul style="list-style-type: none"> • Update CSSD system with medical policy info 	<ul style="list-style-type: none"> • Update medical information 	<ul style="list-style-type: none"> • Medical coverage in place and notification sent to the CP

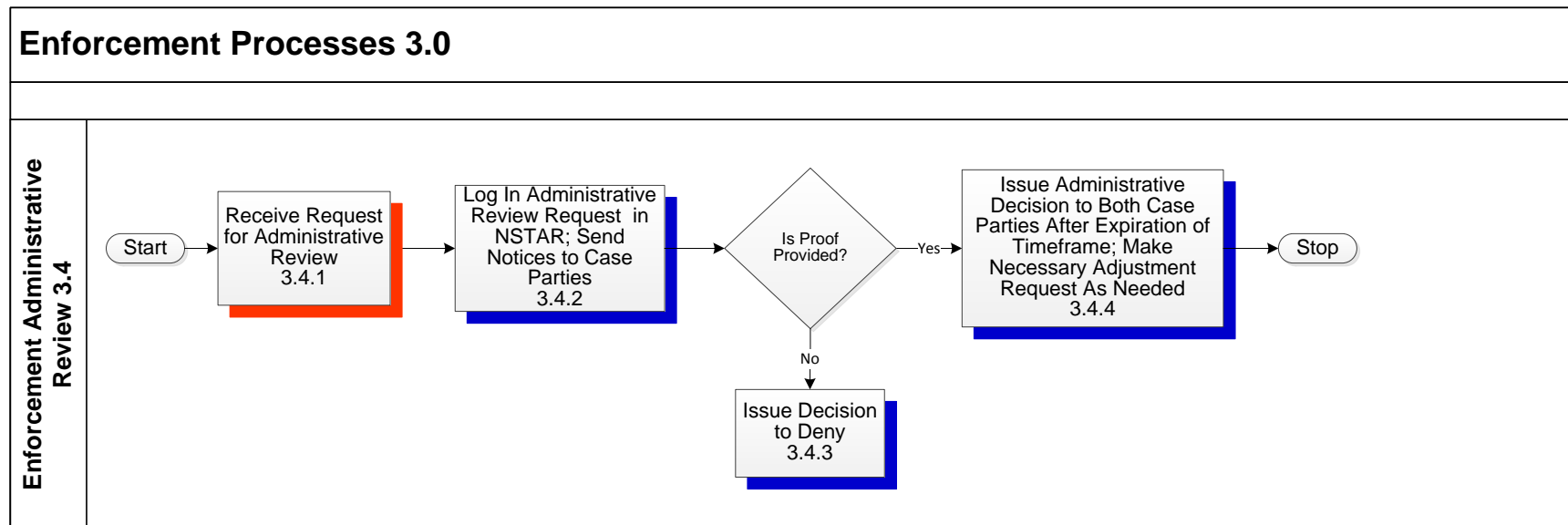
7.3.1.3 Process 3.3: Licensing Enforcement



PROCESS NUMBER - NAME:		3.3—Licensing Enforcement			
PROCESS OBJECTIVES:		Licensing Enforcement			
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS	
3.3 Licensing Enforcement					
3.3.1 Receive Referral to Licensing Enforcement	• Licensing Caseworker	• Morning mail message	• Review to see if it meets license suspension criteria	• Update to Licensing Screen	
3.3.2 If Meets License Suspense Criteria, Continue with License Enforcement	• Licensing Caseworker	• Update system for licensing enforcement	• Add member to licensing	• Licensing actions started	
3.3.3 Manually Update Licensing Screen (EL10) and Send 60-day Notice	• Licensing Caseworker	• Licensing Screen EL10	• Update Licensing screen • Send 60-day notice	• 60-day notice sent to NCP	
3.3.4 If Case is Not in Compliance After 60 Days, Manually Populate License Enforcement (EL11), Pull Data from DMV, Send 150-Day Notice	• Licensing Caseworker	• Obligor Cases	• Populate License Enforcement (EL11) • Send 150-day notice	• 150-day notice • Update to License Enforcement	
3.3.5 If Administrative Review Request Has Been Received, Review Request/Log In and Make Decision if in Compliance	• Licensing Caseworker	• Issue Administrative Review decision	• Review Administrative Review Request • Decide if Request is in Compliance	• Decision – In Compliance, or Not in Compliance	
3.3.6 If In Compliance, Issue Decision	• Licensing Caseworker	• Administrative Review decision issued	• Issue Decision (in Compliance)	• Compliance Decision licensing enforcement ceased	
3.3.7 If Not In Compliance, Issue Decision Not in Compliance	• Licensing Caseworker	• Administrative Review decision issued	• Issue not in compliance decision	• Not in compliance Administrative Review decision issued • Case will be reviewed for suspension once 150 days expires	

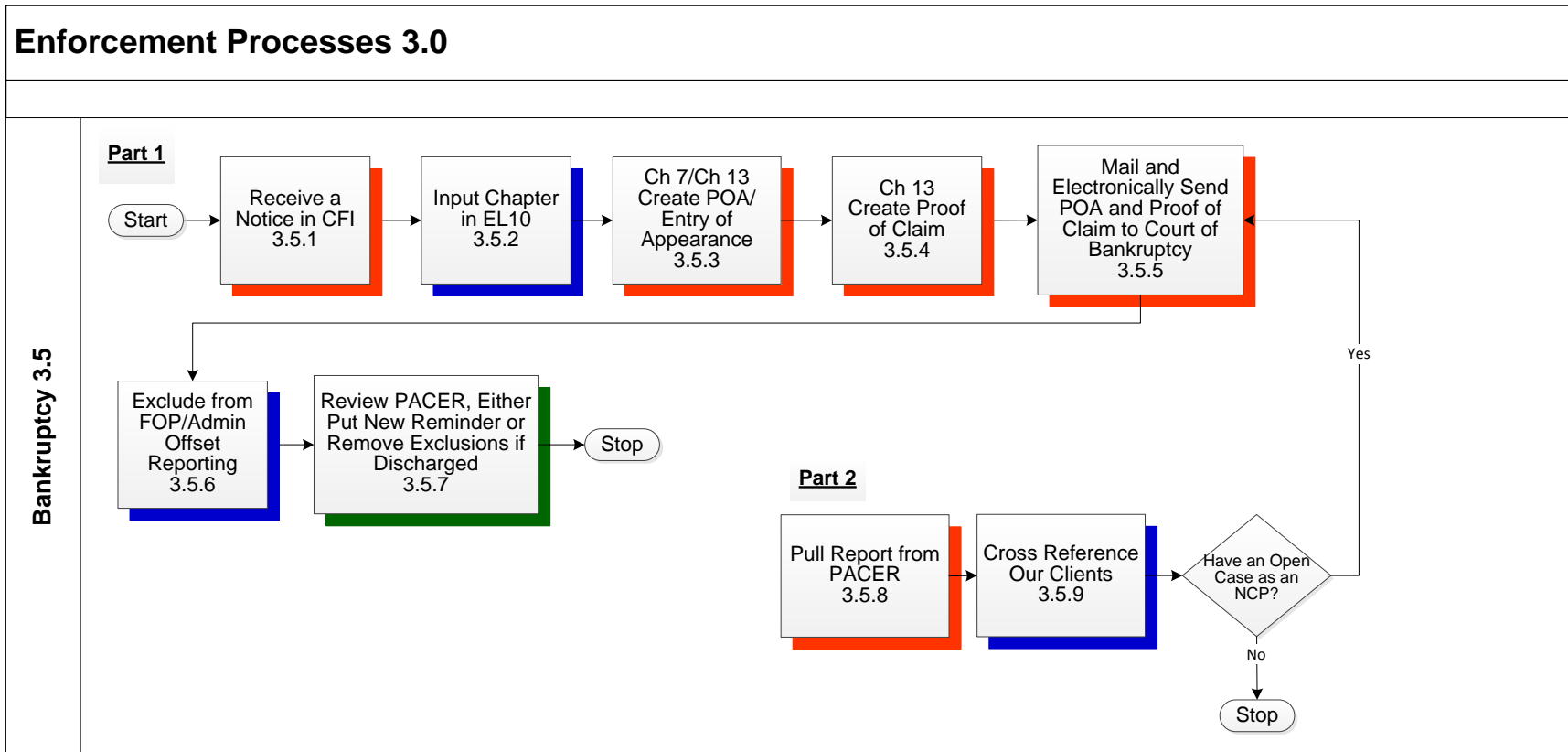
PROCESS NUMBER - NAME:		3.3—Licensing Enforcement		
PROCESS OBJECTIVES:		Licensing Enforcement		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
3.3.8 If Administrative Review Request Has Not Been Received and After 150 Days Expires, Case Is Not in Compliance, Complete Final Suspense Review	• Licensing Caseworker	• Make case note of findings on compliance and recommendation for suspension	• Reviews all of NCP's cases and completes final suspension review	• Suspension approval
3.3.9 Suspend Driver's License, Issue Notice in NSTAR, Update DMV	• Licensing Caseworker	• Issue suspension notice	• Suspend Driver's License • Issue Notice in NSTAR • Update DMV	• NSTAR Notice • Driver's License Suspension • DMV Update

7.3.1.4 Process 3.4: Enforcement Administrative Review



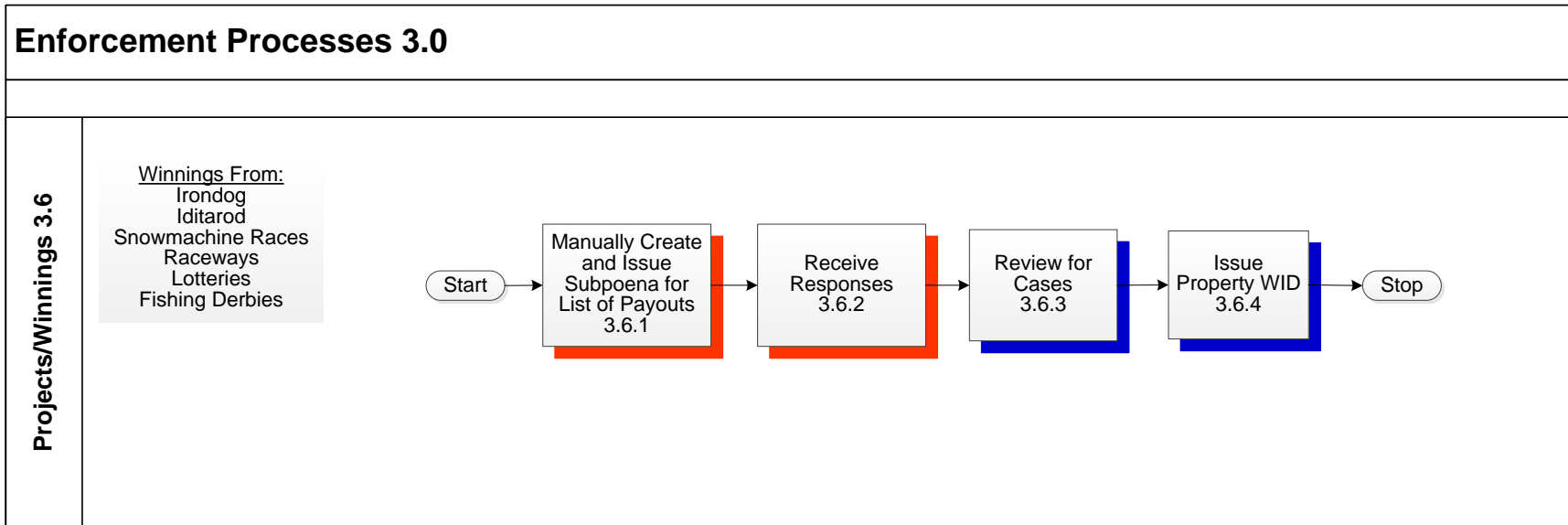
PROCESS NUMBER - NAME:		3.4—Enforcement Administrative Review		
PROCESS OBJECTIVES:		Enforcement Administrative Review		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
Enforcement Administrative Review				
3.4.1 Receive Request for Administrative Review	• Caseworker	<ul style="list-style-type: none"> Request for Administrative Review Supporting documents 	<ul style="list-style-type: none"> Review enforcement administrative review request and supporting documents 	<ul style="list-style-type: none"> Either Decision to Deny (if no proof provided), or Notices are sent to Case Parties (if proof provided)
3.4.2 Log In Administrative Review Request in NSTAR; Send Notices to Case Parties	• Caseworker	<ul style="list-style-type: none"> Notice forms for Case Parties 	<ul style="list-style-type: none"> Log in application diary code for administrative review request and send forms to case parties 	<ul style="list-style-type: none"> Schedule review gives case parties a chance to respond with objection
3.4.3 If Proof Is Not Needed, Issue Decision to Deny	• Caseworker	<ul style="list-style-type: none"> Supporting documentation (or lack thereof) 	<ul style="list-style-type: none"> Issue decision to deny 	<ul style="list-style-type: none"> Decision to Deny Documentation
3.4.4 Issue Administrative Review Decision to Both Case Parties After Expiration of Timeframe; Make Necessary Adjustment Request As Needed	• Caseworker	<ul style="list-style-type: none"> NSTAR Administrative Review Request Notice forms (if Case Parties responded) Additional documents or objections 	<ul style="list-style-type: none"> Review additional documents or objections submitted Issue Decision Adjust request entered as needed 	<ul style="list-style-type: none"> Decision issued and case adjusted

7.3.1.5 Process 3.5: Bankruptcy



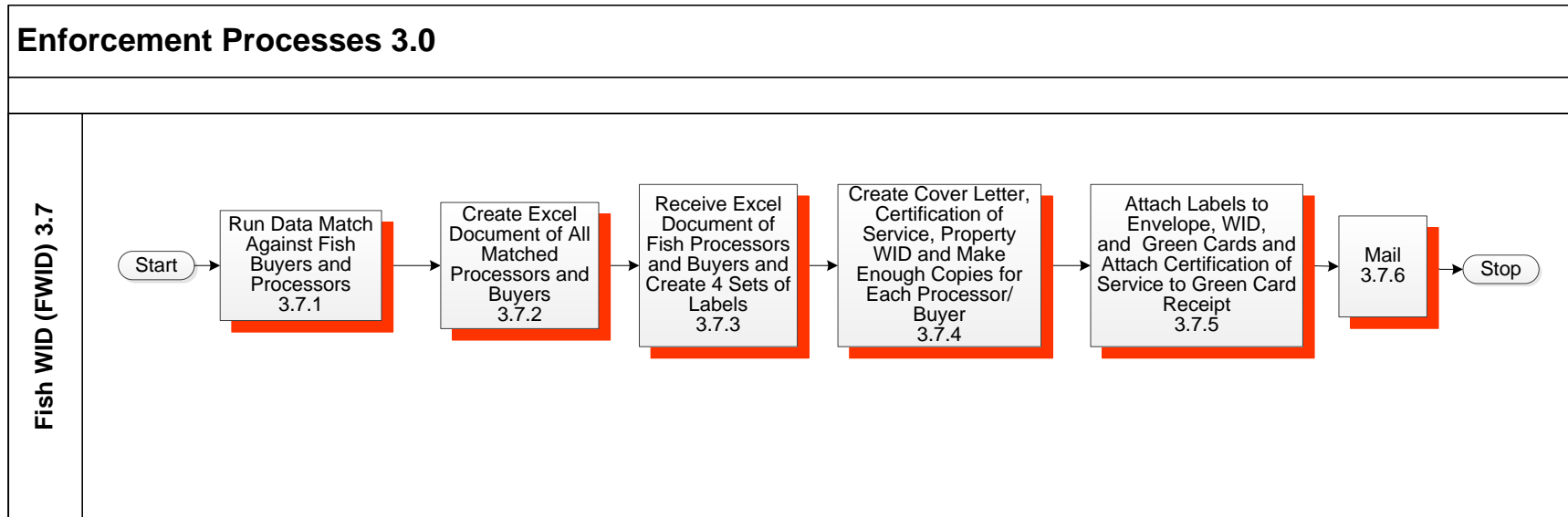
PROCESS NUMBER - NAME:		3.5—Bankruptcy		
PROCESS OBJECTIVES:		Bankruptcy		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
3.5 Bankruptcy				
3.5.1 Receive a Notice in CFI	• Caseworker	• Notice Document	• Receive Bankruptcy information • Review for NCP cases	• Images • Identified Cases
3.5.2 Input Chapter in EL10	• Caseworker	• Bankruptcy Chapter	• Enter Chapter 7 • Enter Chapter 13	• Proceed to next step
3.5.3 Ch 7/ Ch 13 Create POA/Entry of Appearance	• Caseworker	• Case information • Data from report/CFI document	• Create Power of Attorney • Create Entry of Appearance	• Power of Attorney mailed to Court of Bankruptcy
3.5.4 Ch 13 Create Proof of Claim	• Caseworker	• Case Information • Data from report/CFI	• Create Proof of Claim	• Proof of claim mailed to Court of Bankruptcy
3.5.5 Mail and Electronically Send POA and Proof of Claim to Court of Bankruptcy	• Caseworker	• PACER website	• Mail and file electronically	• Case parties are notified
3.5.6 Exclude from FOP / Admin Offset Reporting	• Caseworker	• Notice Document • PACER Report	• Exclude from Federal Offset Reporting (FOP) • Exclude from Administrative Offset Reporting	• Exclusion triggers
3.5.7 Review PACER, Either Put New Reminder or Remove Exclusions if Discharged	• Caseworker	• Notice Document • PACER Report	• New reminder if bankruptcy is not discharged • Remove exclusions from FOP and Admin Offset if bankruptcy is discharged	• Morning Mail reminder
3.5.8 Pull Report from PACER	• Caseworker	• PACER website and case information	• Review for NCP cases	• Proceed to Step 3.5.2 and on
3.5.9 Cross Reference Our Clients	• Caseworker	• Case information	• Review for NCP cases	• Proceed to Step 3.5.2 and on

7.3.1.6 Process 3.6: Projects/Winnings



PROCESS NUMBER - NAME:		3.6—Projects/Winnings			
PROCESS OBJECTIVES:		Projects/Winnings			
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS	
3.6 Projects/Winnings					
3.6.1 Manually Create and Issue Subpoena for List of Payouts	• Caseworker	• Subpoena for various contests, races, drawings	• Create Subpoena requesting list of winners	• Subpoena	
3.6.2 Receive Responses	• Caseworker	• Response to Subpoena	• Review for case matches to winner lists	• Issue Property WID for matches to winners list	
3.6.3 Review for Cases	• Caseworker	• Matches to winner lists	• Issue property WID for matches to winner lists	• Property WID	
3.6.4 Issue Property WID	• Caseworker	• Issue WID on correct cases	• Property WID	• Property WID	

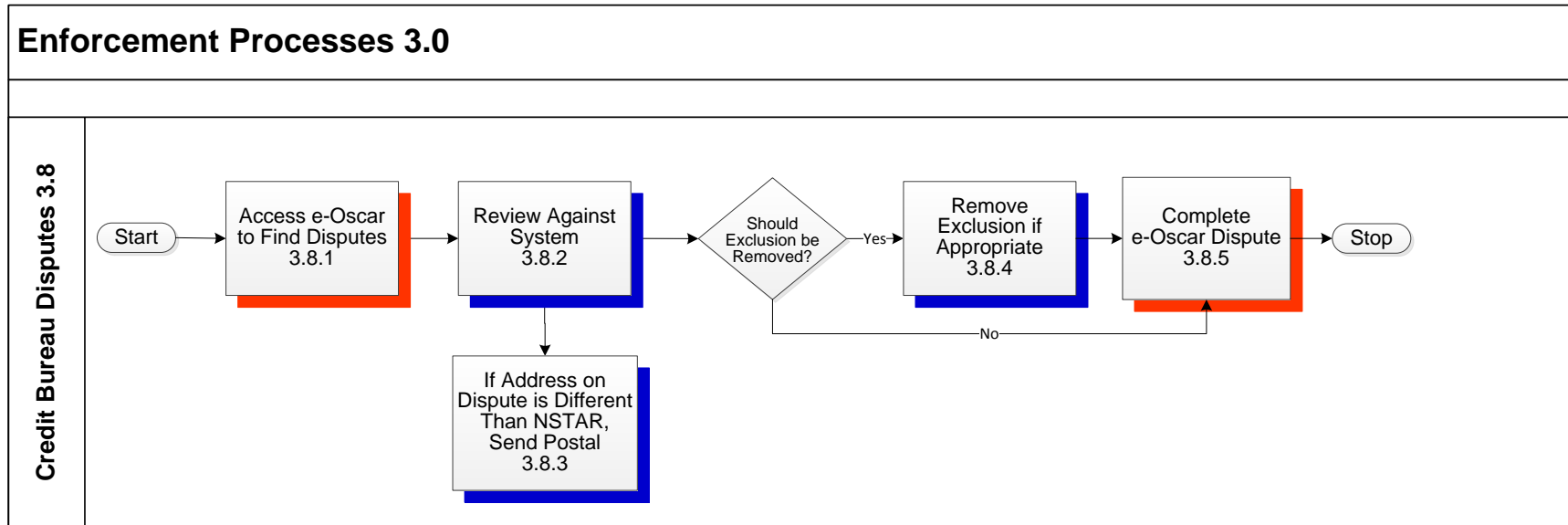
7.3.1.7 Process 3.7: Fish WID (FWID)



PROCESS NUMBER - NAME:		3.7—Fish WID (FWID)		
PROCESS OBJECTIVES:		Fish WID (FWID)		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
3.7 Fish WID (FWID)				
3.7.1 Run Data Match Against Fish Buyers and Processors	<ul style="list-style-type: none"> Systems 	<ul style="list-style-type: none"> Fish Processor Electronic List 	<ul style="list-style-type: none"> Run against system for matches 	<ul style="list-style-type: none"> Excel document of all fish processors matched to NSTAR members
3.7.2 Create Excel Document of All Matched Processors and Buyers	<ul style="list-style-type: none"> Systems 	<ul style="list-style-type: none"> Excel document 	<ul style="list-style-type: none"> Convert data to Excel document 	<ul style="list-style-type: none"> Excel list of matched processors and buyers for caseworker
3.7.3 Receive Excel Document of Fish Processors and Buyers and Create 4 Sets of Labels	<ul style="list-style-type: none"> Caseworker 	<ul style="list-style-type: none"> Excel document from systems 	<ul style="list-style-type: none"> Use mail merge to covert addresses to fit on label sheets Create 4 sets of address labels from information on Excel list 	<ul style="list-style-type: none"> Address labels

PROCESS NUMBER - NAME:		3.7—Fish WID (FWID)		
PROCESS OBJECTIVES:		Fish WID (FWID)		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
3.7.4 Create Cover Letter, Certification of Service, Property WID and Make Enough Copies for Each Processor/Buyer	• Caseworker	• Excel document	<ul style="list-style-type: none"> • Update previous years cover letter • Create Certification of Service • Create Property WID • Make enough copies of each to send one to each Buyer or Processor 	• Copies of letters, Certifications of Service, Green Cards, and Green Card Receipts
3.7.5 Attach Labels to Envelope, WID, and Green Cards and Attach Certification of Service to Green Card Receipt	• Caseworker	<ul style="list-style-type: none"> • Labels • Green Cards • Green Card Receipts • Certification of Service 	<ul style="list-style-type: none"> • Attach labels to envelope • Attach labels to WID • Attach labels to Green Card • Attach labels to Green Card Receipt 	• Prepared documents for Fish WID project
3.7.6 Mail	• Caseworker	<ul style="list-style-type: none"> • Envelope • WID • Cover Letter 	• Fold and stuff into envelopes	• Mailed WIDs

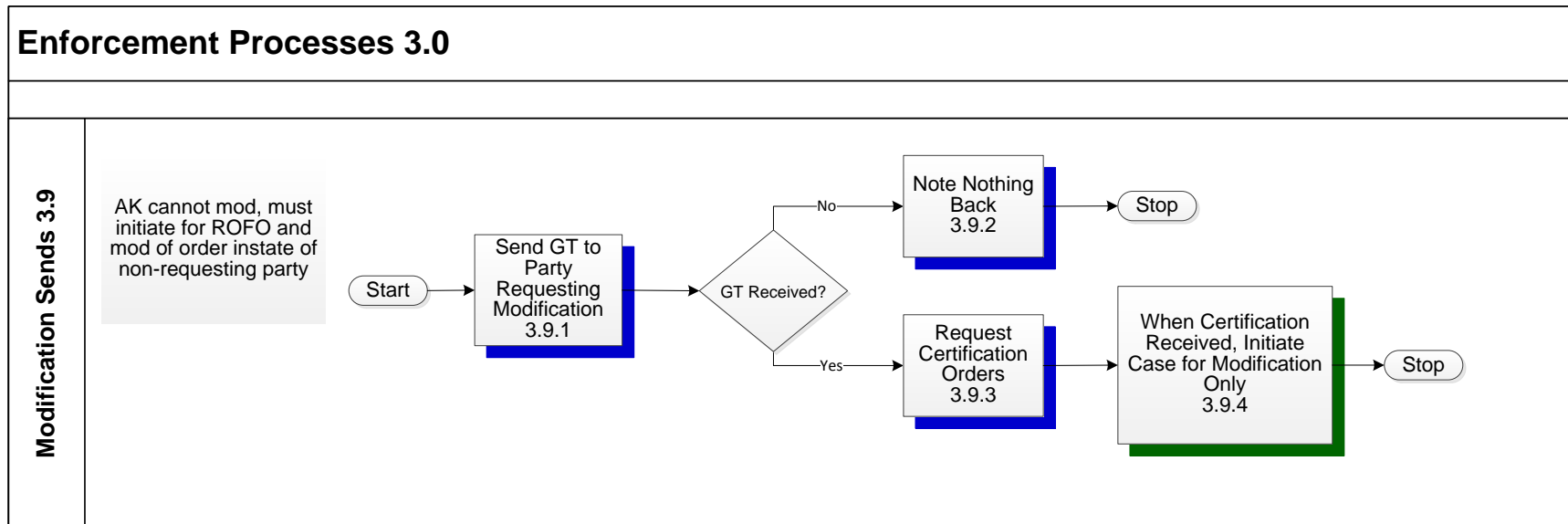
7.3.1.8 Process 3.8: Credit Bureau Disputes



PROCESS NUMBER - NAME:		3.8—Credit Bureau Disputes			
PROCESS OBJECTIVES:		Manage Credit Bureau Disputes			
PROCESS STEP		WHO	INPUT	ACTIVITIES	OUTPUTS
3.8	Credit Bureau Disputes				
3.8.1	Access e-Oscar to Find Disputes	<ul style="list-style-type: none">• Caseworker	<ul style="list-style-type: none">• Electronic Credit Bureau Disputes	<ul style="list-style-type: none">• Review Disputes for cases	<ul style="list-style-type: none">• Matched cases for review
3.8.2	Review Against System	<ul style="list-style-type: none">• Caseworker	<ul style="list-style-type: none">• Case information	<ul style="list-style-type: none">• Review client’s case	<ul style="list-style-type: none">• Update system if needed with exclusion or removed exclusions
3.8.3	If Address on Dispute is Different Than NSTAR, Send Postal	<ul style="list-style-type: none">• Caseworker	<ul style="list-style-type: none">• New Address	<ul style="list-style-type: none">• Send postal request for verification of new address• Note in diary	<ul style="list-style-type: none">• Postal

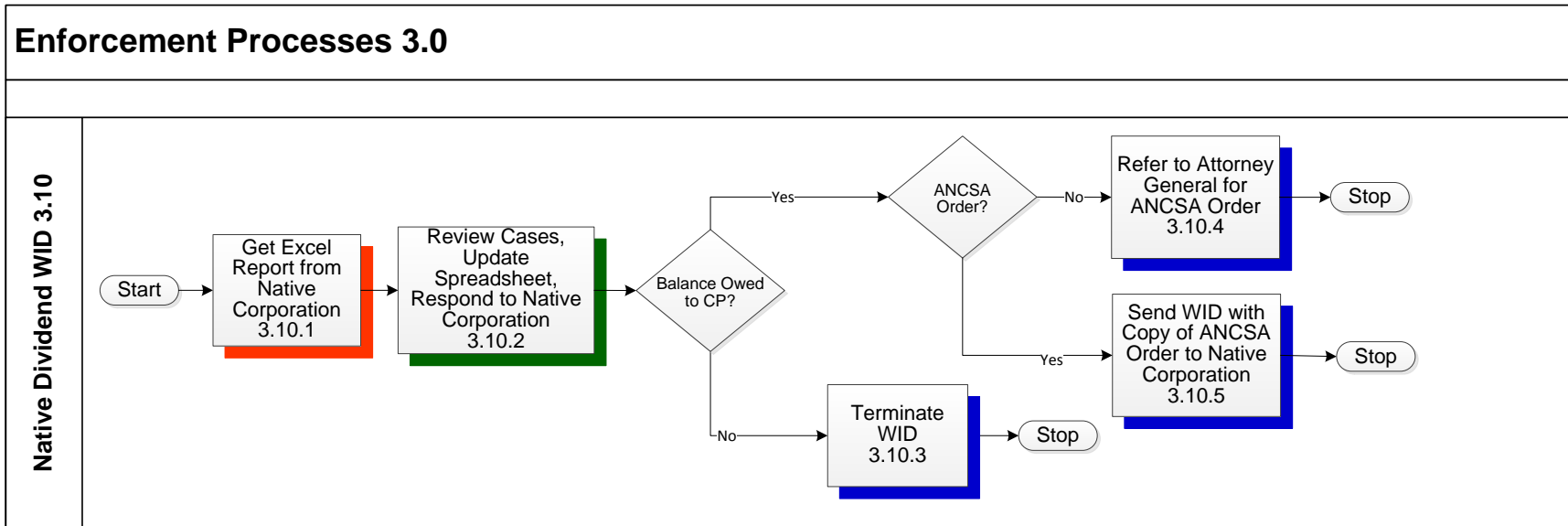
PROCESS NUMBER - NAME:		3.8—Credit Bureau Disputes			
PROCESS OBJECTIVES:		Manage Credit Bureau Disputes			
PROCESS STEP		WHO	INPUT	ACTIVITIES	OUTPUTS
3.8.4 If Exclusion Should be Removed, Remove Exclusion if Appropriate		• Caseworker	Case information	• Review client's dispute	• Update e-Oscar and system
3.8.5 If Exclusion Should Not Be Removed, Complete e-Oscar Dispute		• Caseworker	Case information	• Review client's dispute	• Update e-Oscar and system

7.3.1.9 Process 3.9: Modification Sends



PROCESS NUMBER - NAME:		3.9—Modification Sends		
PROCESS OBJECTIVES:		Process Modification Sends		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
3.9 Modification Sends				
3.9.1 Send GT to Party Requesting Modification	<ul style="list-style-type: none"> Caseworker 	<ul style="list-style-type: none"> Request for modification that cannot be done in Alaska 	<ul style="list-style-type: none"> Utilize Automated Forms to create General Testimony 	<ul style="list-style-type: none"> Mail General Testimony to party requesting modification Morning Mail message to review for receipt of GT
3.9.2 If GT Is Not Received, Note Nothing Back	<ul style="list-style-type: none"> Caseworker 	<ul style="list-style-type: none"> Morning mail message to see if GT returned by party 	<ul style="list-style-type: none"> Add reason code to GT morning mail 	<ul style="list-style-type: none"> Process stopped
3.9.3 If GT Is Received, Request Certification Orders	<ul style="list-style-type: none"> Caseworker 	<ul style="list-style-type: none"> Receipt of GT from party 	<ul style="list-style-type: none"> Request certified copies of all orders 	<ul style="list-style-type: none"> Request for certified copy of orders Morning mail to review for receipt of certified orders
3.9.4 When Certification Received, Initiate Case for Modification Only	<ul style="list-style-type: none"> Caseworker 	<ul style="list-style-type: none"> Certified orders received 	<ul style="list-style-type: none"> Utilize Automated Forms to create initiation packet 	<ul style="list-style-type: none"> Mail initiation packet with GT and certified orders to the state that will be doing the modification review Morning Mail to review for Other State receipt of initiation

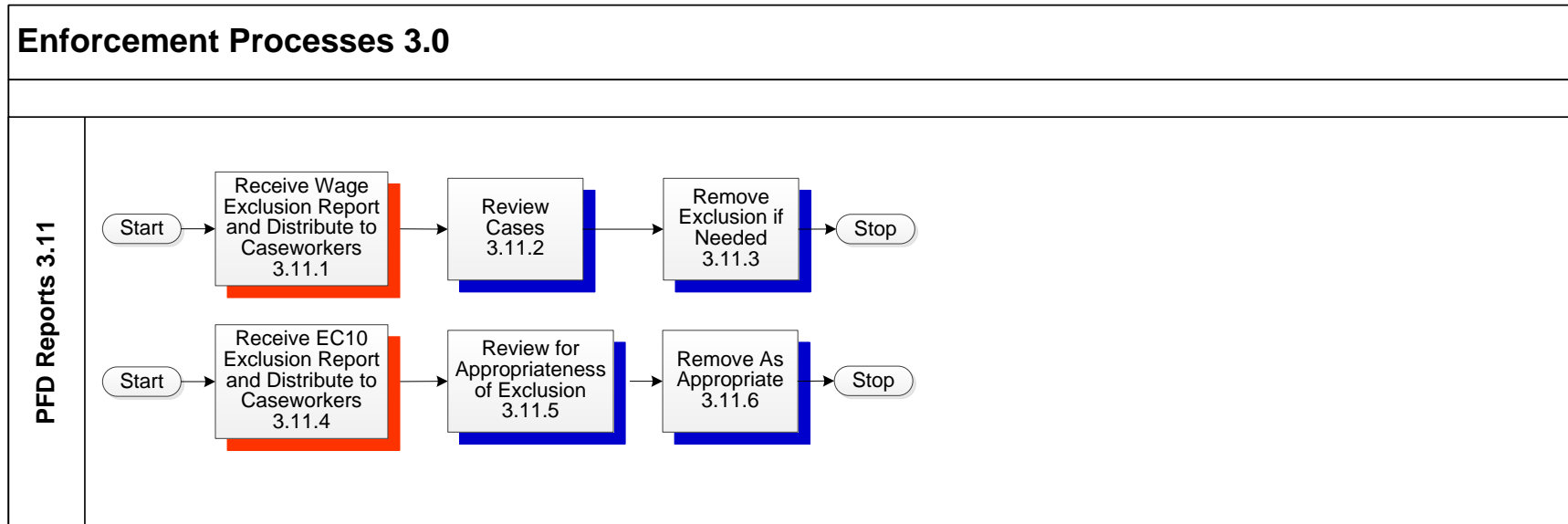
7.3.1.10 Process 3.10 Native Dividend WID



PROCESS NUMBER - NAME:		3.10—Native Dividend WID		
PROCESS OBJECTIVES:		Process Native Dividend WID		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
3.10 Native Dividend WID				
3.10.1 Get Excel Report from Native Corporation	• Caseworker	• Excel document from Native Corporation	• Review all cases on list • Note in excel document the amount owed to the custodian • Send updated Excel spreadsheet to the Native Corporation	• Information needed to determine if a Property WID needs to be issued or modified
3.10.2 Review Cases, Update Spreadsheet, Respond to Native Corporation	• Caseworker	• Excel document from Native Corporation • ANCSA order in the file	• Update spreadsheet from Native Corporation	• Updated spreadsheet sent back to Native Corporation
3.10.3 If Balance Is Not Owed to CP, Terminate WID	• Caseworker	• Excel document from Native Corporation	• Terminate any property WID to the Native Corporation	• Terminated property WID

PROCESS NUMBER - NAME:		3.10—Native Dividend WID		
PROCESS OBJECTIVES:		Process Native Dividend WID		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
3.10.4 If Balance Is Owed to CP and There Is No ANCSA Order, Refer to Attorney General for ANCSA Order	• Caseworker	• No ANCSA order for the case	• Refer to AAG to have an ANCSA order issued	• ANCSA order
3.10.5 If Balance Is Owed to CP and There Is An ANCSA Order, Send WID with Copy of ANCSA Order to Native Corporation	• Caseworker	• ANCSA order in the file	• Issue property withholding order with copy of ANCSA order	• Property withholding order with copy of ANCSA order

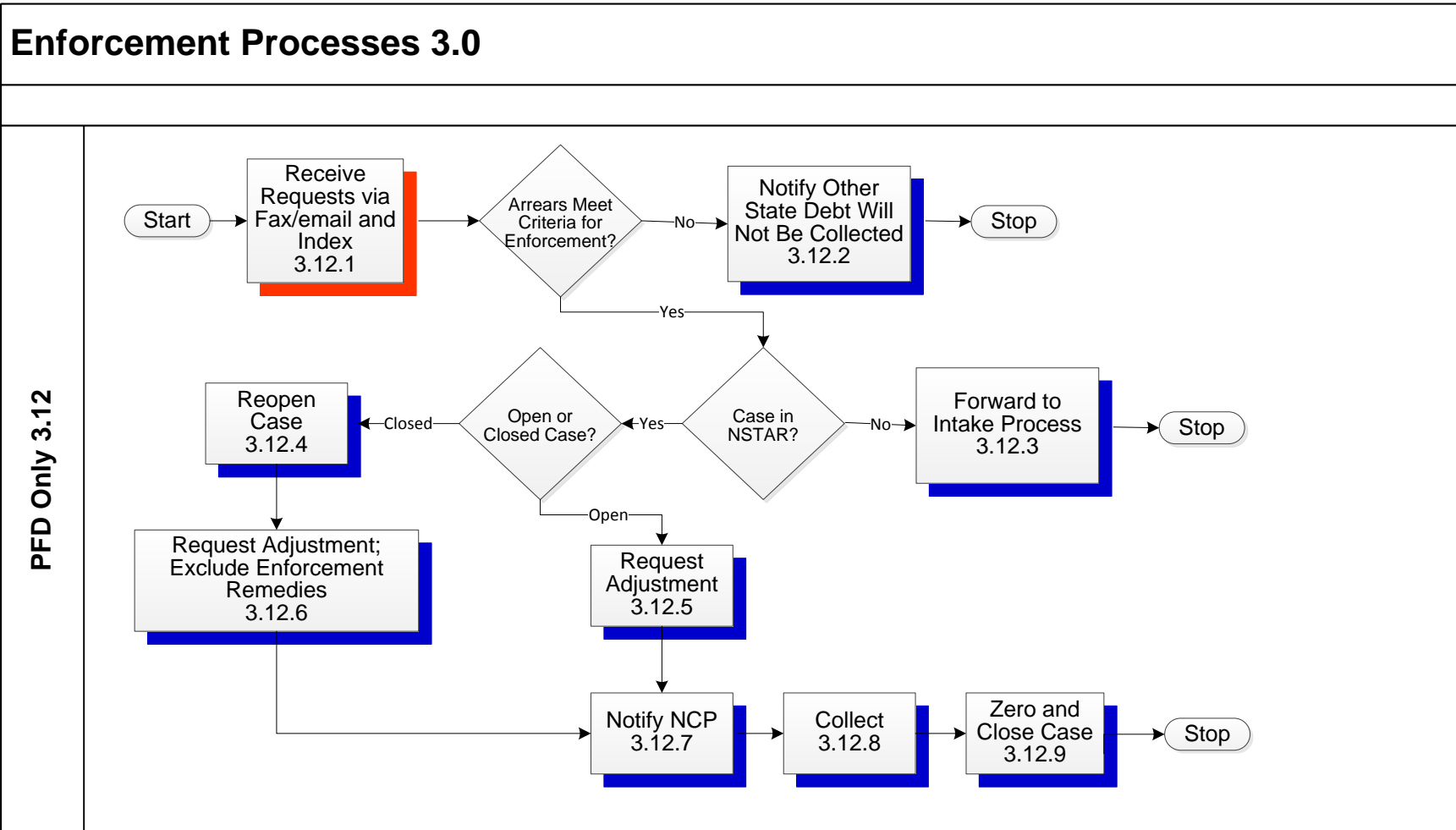
7.3.1.11 Process 3.11: PFD Reports



PROCESS NUMBER - NAME:		3.11—PFD Reports		
PROCESS OBJECTIVES:		Process PFD Reports		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
3.11 PFD Reports				
3.11.1 Receive Wage Exclusion Report and Distribute to Caseworkers	• Caseworker	• Report of cases with Wage exclusion	• Review to see if exclusion is needed	• Leave or remove exclusion based on review
3.11.2 Review Cases	• Caseworker	• Update exclusions on case	• Review to see if exclusion reason(s) still apply	• Exclusion is removed or determination made that it remains
3.11.3 Remove Exclusion if Needed	• Caseworker	• Remove exclusion	• Exclusion removed	• Case and/or member is now report for PFD garnishment
3.11.4 Receive EC10 Exclusion Report and Distribute to Caseworkers	• Caseworker	• Excel Report of cases that are excluded from Credit reporting	• Review for appropriateness of exclusion	• Remove if appropriate

PROCESS NUMBER - NAME:		3.11—PFD Reports		
PROCESS OBJECTIVES:		Process PFD Reports		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
3.11.5 Review for Appropriateness of Exclusion	• Caseworker	• Update exclusions on case and/or member	• Review to see if exclusion reason(s) still apply	• Exclusion is removed or determination made that it remains
3.11.6 Remove as Appropriate	• Caseworker	• Update exclusions on case and/or member	• Review to see if exclusion reason(s) still apply	• Case and/or member is now reported to credit bureau

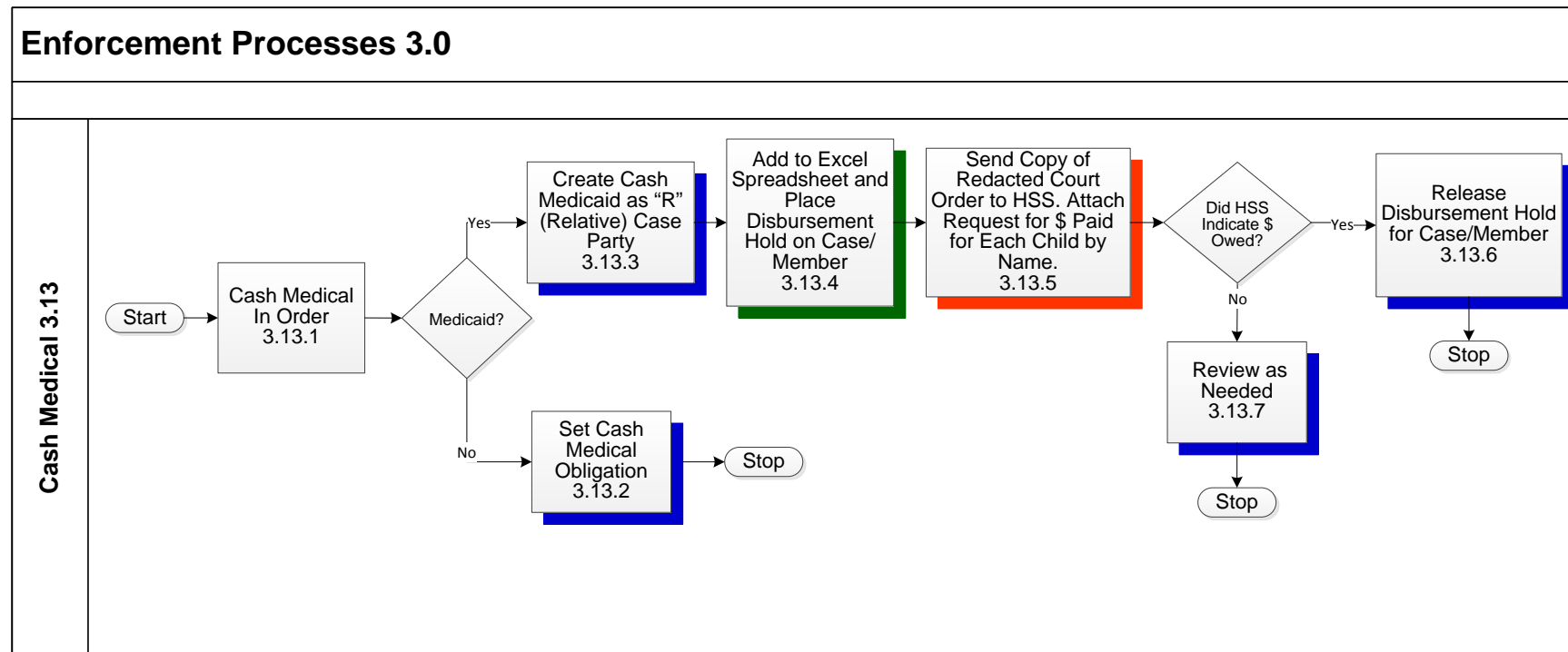
7.3.1.12 Process 3.12: PFD Only



PROCESS NUMBER - NAME:		3.12—PFD Only Process		
PROCESS OBJECTIVES:		Manage PFD Only Requests		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
3.12 PFD Only Process				
3.12.1 Receive Requests via Fax/email and Index	• Intake	• Faxed and emailed Transmittals and orders	• Index in Kofax to appropriate team	• Imaging for PFDO Orders and PFDO Transmittals
3.12.2 Notify Other State Debt Will Not Be Collected	• Intake	• Transmittals and orders	• Determine that arrears do not meet criteria for enforcement	• Notification that sufficient arrears already exist and their debt will not be put on
3.12.3 Forward to Intake Process	• Intake	• Transmittals and orders	• Determine that arrears meet criteria for enforcement • Determine that no case exists in NSTAR	• Open new case
3.12.4 Reopen Case	• Caseworker	• Transmittals and orders	• Determine that arrears meet criteria for enforcement • Determine that a closed case exists in NSTAR	• Reopened case
3.12.5 Request Adjustment	• Caseworker	• Transmittals and orders • Audit summary	• Determine that arrears meet criteria for enforcement • Determine that an open case exists in NSTAR • Review Audit Summary • Open Intergovernmental Processes	• Adjustment
3.12.6 Request Adjustment; Exclude Enforcement Remedies	• Caseworker	• Reopened case • Transmittals and orders • Audit summary	• Review Audit Summary • Open Intergovernmental Processes • Exclude CBR, FOP, WID	• Adjustment
3.12.7 Notify NCP	• Caseworker	• Adjustment	• Notify NCP	• Notification to NCP
3.12.8 Collect	• Systems	• PFD Intercept information	• PFDs are tagged to be garnished	• PFD funds received

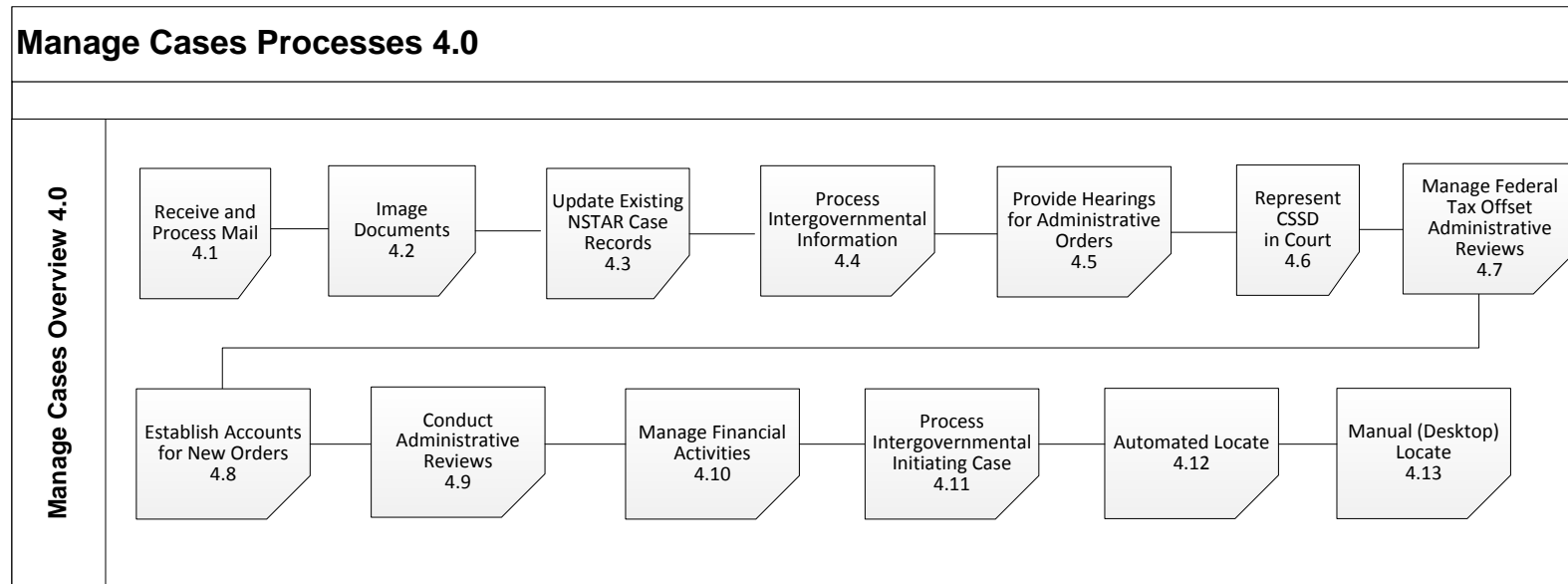
PROCESS NUMBER - NAME:		3.12—PFD Only Process		
PROCESS OBJECTIVES:		Manage PFD Only Requests		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
3.12.9 Zero and Close Case	<ul style="list-style-type: none"> Caseworker 	<ul style="list-style-type: none"> Review of NSTAR to verify the PFD has been received and disbursed to the other state 	<ul style="list-style-type: none"> Adjustment request to zero remaining debt Close case 	<ul style="list-style-type: none"> Closure Letters to NCP and other state

7.3.1.13 Process 3.13: Cash Medical



PROCESS NUMBER - NAME:		3.13—Cash Medical		
PROCESS OBJECTIVES:		Cash Medical		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
3.13 Cash Medical				
3.13.1 Cash Medical In Order	• Intake	• Code case with cash medical in order	• Review for open Medicaid grant	• Email OA to log case
3.13.2 If There Is No Medicaid, Set Cash Medical Obligation	• Intake	• Code case with medical in order	• Enter adjustment to accounting to have cash medical charge on the case	• Charge & collection of cash medical ordered
3.13.3 If There Is Medicaid, Create Cash Medicaid as "R" (Relative) Case Party	• Intake	• Adding Medicaid as a case party	• Add member	• Have cash Medicaid as member on case
3.13.4 Add to Excel Spreadsheet and Place Disbursement Hold on Case/Member	• OA	• Manually update Excel tracking log • Place disbursement hold on the case/member	• Update log • Add disbursement hold	• Record open Medicaid cases with cash medical in order on Excel tracking log • Stop \$ from going to case parties in error
3.13.5 Send Copy of Redacted Court Order to HSS. Attach Request for \$ Paid for Each Child by Name.	• OA	• Manually update Excel tracking log with date order sent	• Make copy of redacted court order and email with arrears request for each child	• HSS has copy of order and can respond with \$ owed to them
3.13.6 If HSS Indicated \$ Is Owed, Release Disbursement Hold for Case/Member	• HSS • OA	• HSS advises CSSD that there is money owed • Hold removed completely if all funds can be released	• Receive and review response • Update log • Review \$ holding • Release hold so money can be sent to HSS	• \$ available sent to HHS with a copy of the check & back up of payments that are to apply by child's name • Remaining \$ sent to family
3.13.7 If HSS Indicated \$ Is Not Owed, Review as Needed	• OA	• Monitor hold in system • Notate on case amount HSS reports	• Monitor hold on case to see if update from HSS on funds due	• \$ sent to family

7.4 Manage Cases Processes 4.0



7.4.1 MANAGE CASES SUMMARY

The processes within Manage Cases are not considered a flow, they are the main ways that these processes were categorized. The processes that comprise Manage Cases are as follows:

- 4.1 Receive and Process Mail
- 4.2 Image Documents
- 4.3 Update Existing NSTAR Case Records
- 4.4 Process Intergovernmental Information
- 4.5 Provide Hearings for Administrative Orders
- 4.6 Represent CSSD in Court
- 4.7 Manage Federal Tax Offset Administrative Reviews
- 4.8 Establish Accounts for New Orders
- 4.9 Conduct Administrative Reviews

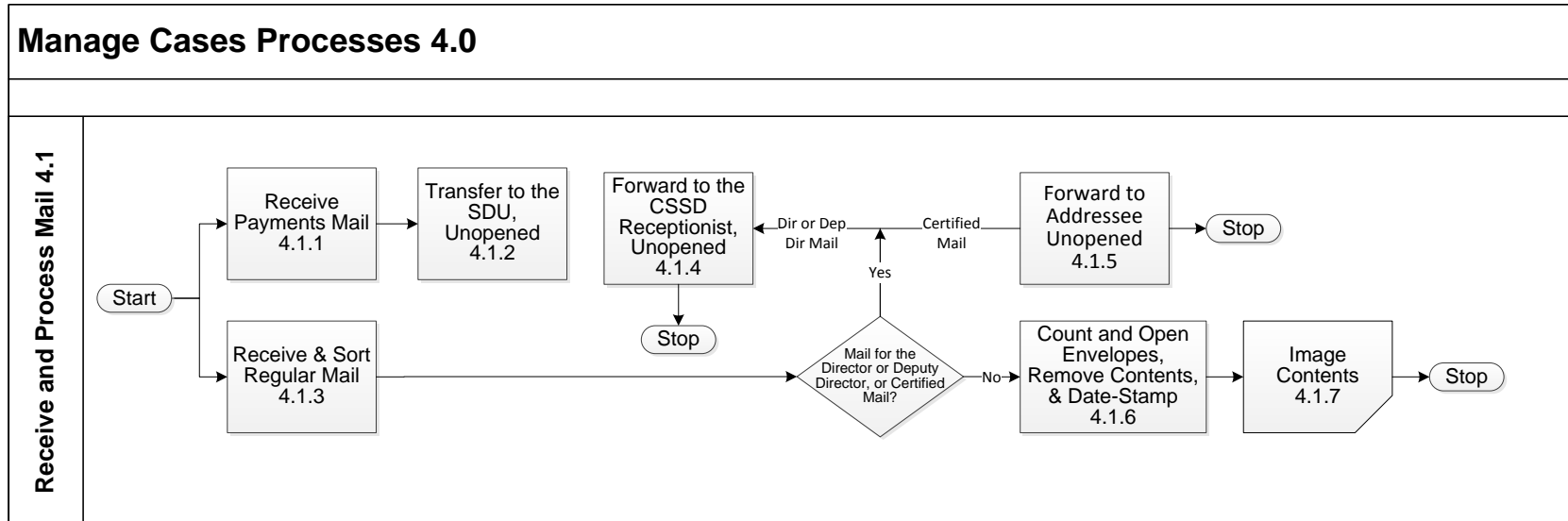
4.10 Manage Financial Activities

4.11 Process Intergovernmental Initiating Case

4.12 Automated Locate

4.13 Manual (Desktop) Locate

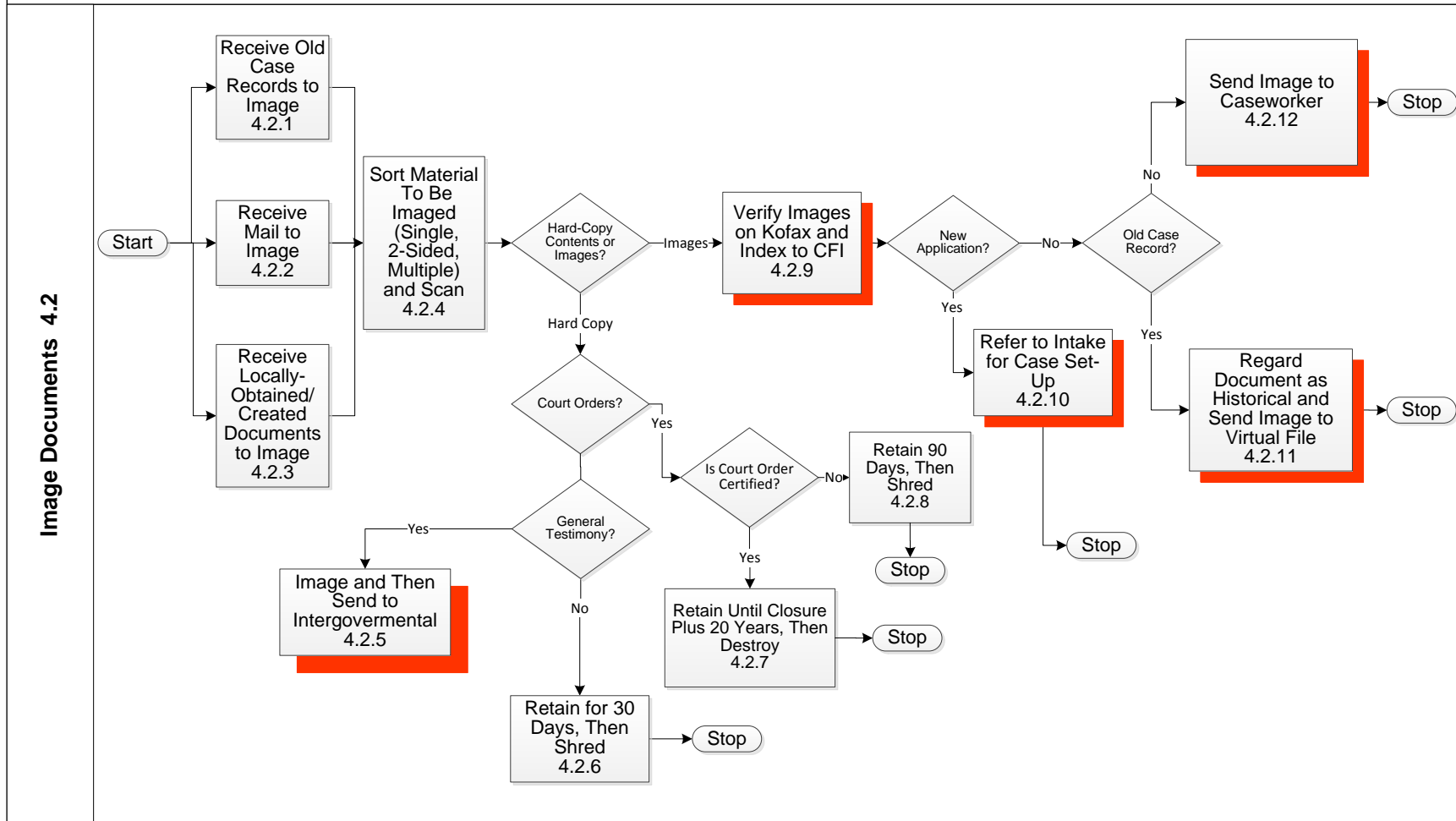
7.4.1.1 Process 4.1: Receive and Process Mail



PROCESS NUMBER - NAME:		4.1—Receive and Process Mail			
PROCESS OBJECTIVES:		Ensure All Mail is Handled and Forwarded Properly			
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS	
4.1 Receive and Process Mail					
4.1.1 Receive Payments Mail	• File Center staff	• Mailed payments	• File Center staff receives payments by mail	• Payments	
4.1.2 Transfer to the SDU, Unopened	• File Center staff	• Payments	• File Center staff transfers SDU unopened payments	• Unopened payments	
4.1.3 Receive and Sort Regular Mail	• File Center staff	• Unopened payments	• File Center staff receive regular mail • File Center staff separate mail for Director and Deputy Director and certified mail • File Center staff open and sort regular mail by mail type	• Sorted mail by mail type • Separated unopened mail for Director, Deputy Director and certified mail	
4.1.4 If Mail Is for the Director or Deputy Director, , Forward to the CSSD Receptionist, Unopened	• File Center staff	• Mail for Director, and Deputy Director	• File Center staff sends unopened mail to CSSD reception	• Unopened mailed for Director and Deputy Director	
4.1.5 If Mail Is Certified Mail, Forward to Addressee Unopened	• File Center staff	• Certified mail	• File Center staff sends unopened certified mail to addressee	• Delivered unopened certified mail	
4.1.6 If Mail is Not for the Director or Deputy Director and Is Not Certified Mail, Count and Open Envelopes, Remove Contents, and Date-Stamp	• File Center staff	• Sorted mail	• File Center staff count and open mail envelopes • File Center staff remove the contents of the envelopes • File Center staff date stamp the contents of the envelopes	• Sorted and stamped mail content	
4.1.7 Image Contents	• File Center staff	• Sorted and stamped mail content	• File Center staff image the contents	• Imaged mail	

7.4.1.2 Process 4.2: Image Documents

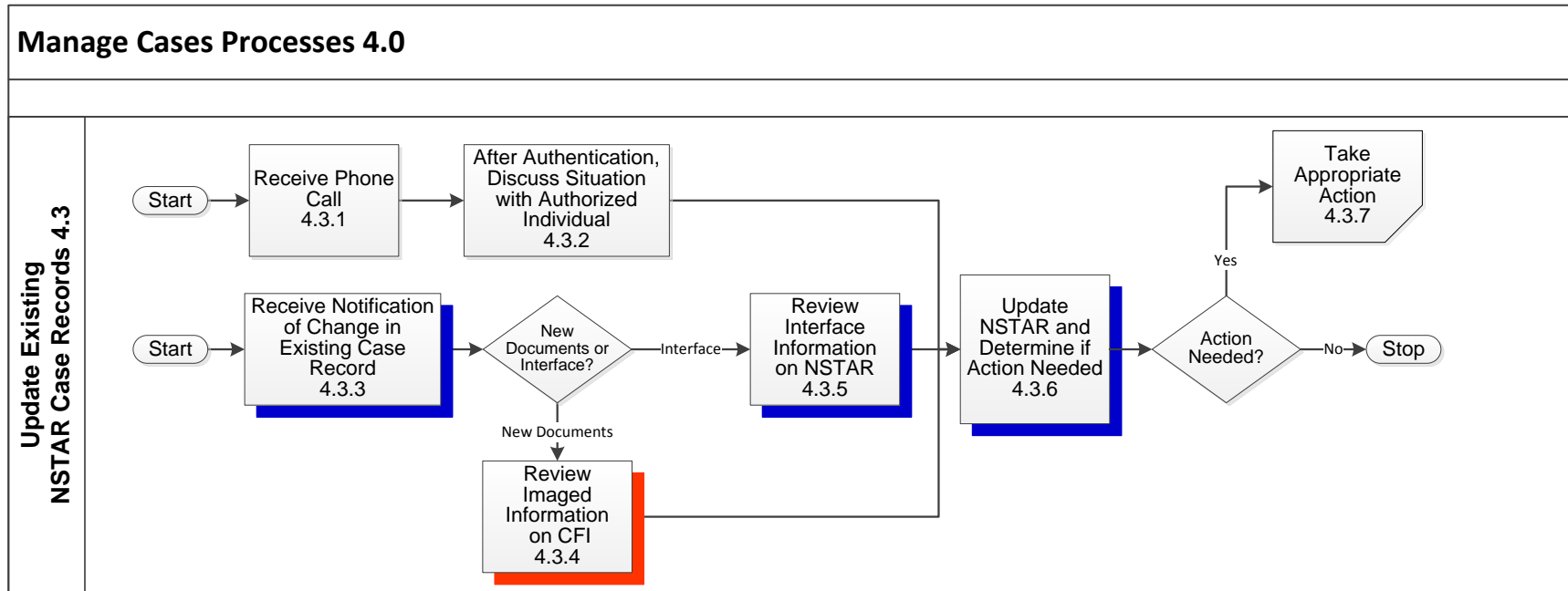
Manage Cases Processes 4.0



PROCESS NUMBER - NAME:		4.2—Image Documents		
PROCESS OBJECTIVES:		Ensure All Incoming and Internally-Referred Documents are Imaged for Storage and Retrieval		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.2 Image Documents				
4.2.1 Receive Old Case Records to Image	• File Center staff	• Old case records	• File Center staff receives old case records for imaging	• Old case records
4.2.2 Receive Mail to Image	• File Center staff	• Mail	• File Center staff receives mail for imaging	• Mail
4.2.3 Receive Locally-Obtained/ Created Documents to Image	• File Center staff	• Documents	• File Center staff receives locally obtained and created documents for imaging	• Documents
4.2.4 Sort Material To Be Imaged (Single, 2-Sided, Multiple) and Scan	• File Center staff	• Old case records • Mail • Documents	<ul style="list-style-type: none"> • File Center staff sorts material to be imaged by: <ul style="list-style-type: none"> • Single sided • Double sided • Multiple documents • File Center staff scan material • File Center staff determine if a hard copy of the material needs to be retained • File Center staff determine if the retained hard copy is a court order 	<ul style="list-style-type: none"> • Imaged files • Retained hard copy • Retained hard copy court orders
4.2.5 If Hard Copy and there Is a General Testimony, Image and Then Send to Intergovernmental	• File Center staff	• General testimony	• Image, retain to send to intergovernmental	• Hard copy sent to intergovernmental
4.2.6 If Hard Copy, there are No Court Orders, and there Is No General Testimony, Retain for 30 Days, Then Shred	• File Center staff	• Retained hard copy documents	<ul style="list-style-type: none"> • File Center staff retain the hard copy documents that have been imaged for 30 days • File Center staff shred the hard copy document after 30 day retention 	• Shredded documents

PROCESS NUMBER - NAME:		4.2—Image Documents		
PROCESS OBJECTIVES:		Ensure All Incoming and Internally-Referred Documents are Imaged for Storage and Retrieval		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.2.7 If Hard Copy and there are Court Orders and the Court Order Is Certified, Retain Until Closure Plus 20 Years, Then Destroy	<ul style="list-style-type: none"> File Center staff 	<ul style="list-style-type: none"> Retained hard copy documents 	<ul style="list-style-type: none"> If the document is a hard copy and there are certified court orders, the File Center staff will retain the documents until case closure plus another 20 years and then destroy the document 	<ul style="list-style-type: none"> Retained documents for the life of the case
4.2.8 If Hard Copy and there are Court Orders and Court Order Is Not Certified, Retain 90 Days, Then Shred	<ul style="list-style-type: none"> File Center staff 	<ul style="list-style-type: none"> Retained hard copy court orders 	<ul style="list-style-type: none"> File Center staff retain the court orders in case folders for 90 days, then shred File Center staff archive the court orders after 20 years 	<ul style="list-style-type: none"> Shredded court orders
4.2.9 If Images, Verify Images on Kofax and Index to CFI	<ul style="list-style-type: none"> File Center staff 	<ul style="list-style-type: none"> Imaged files 	<ul style="list-style-type: none"> File Center staff verifies images are correct on Kofax File Center staff indexes the imaged files to CFI File Center staff determines if imaged files are a new application 	<ul style="list-style-type: none"> Imaged files Image of new application Notifications to caseworkers
4.2.10 If Images and New Application, Refer to Intake for Case Set-Up	<ul style="list-style-type: none"> File Center staff 	<ul style="list-style-type: none"> Image of new application 	<ul style="list-style-type: none"> File Center staff sends referral and image of new application to the intake section 	<ul style="list-style-type: none"> Image of new application
4.2.11 If Not a New Application and Is an Old Case Record, Regard the Document as historical and Send Image to Virtual File	<ul style="list-style-type: none"> File Center staff 	<ul style="list-style-type: none"> Image file with new information 	<ul style="list-style-type: none"> File Center staff regards document as historical and sends the image to the virtual file 	<ul style="list-style-type: none"> Image file
4.2.12 If Not a New Application, and Not an Old Case Record, Send Image to Caseworker	<ul style="list-style-type: none"> File Center staff 	<ul style="list-style-type: none"> Image file with court/ Administrative Order 	<ul style="list-style-type: none"> File Center staff sends images to caseworker 	<ul style="list-style-type: none"> Image file with court/ Administrative Order

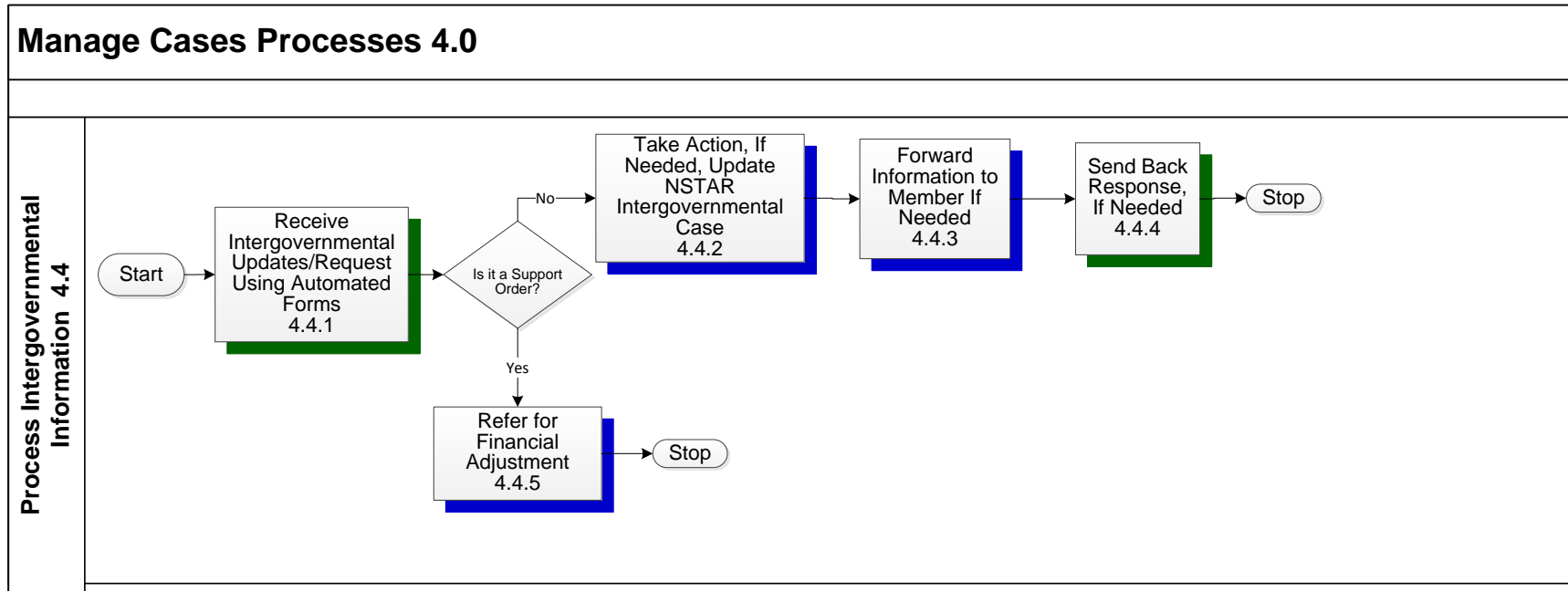
7.4.1.3 Process 4.3: Update Existing NSTAR Case Records



PROCESS NUMBER - NAME:		4.3—Update Existing NSTAR Case Records		
PROCESS OBJECTIVES:		Ensure Existing NSTAR Case Record is Updated		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.3 Update Existing NSTAR Case Records				
4.3.1 Receive Phone Call	• Caseworker	• Phone Call	• Caseworker receive phone call	• Phone call
4.3.2 After Authentication, Discuss Situation with Authorized Individual	• Caseworker	• Case participant information	• Caseworker authenticates authorized individual • Caseworker discusses situation with the authorized individual	• Authentication of caller • Case information

PROCESS NUMBER - NAME:		4.3—Update Existing NSTAR Case Records		
PROCESS OBJECTIVES:		Ensure Existing NSTAR Case Record is Updated		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.3.3 Receive Notification of Change in Existing Case Record	• Caseworker	• Case record changes	<ul style="list-style-type: none"> • Caseworker receives changes to existing case records • Is the information from new documents received or through an interface 	• Case record changes
4.3.4 If New Documents, Review Imaged Information on CFI	• Caseworker	• Case record changes from imaged information	• Caseworker reviews information from imaged new documents	• New information
4.3.5 If Interface, Review Interface information on NSTAR	• Caseworker	• Case record changes from interface	• Caseworker reviews interface information on NSTAR	• New interface information
4.3.6 Update NSTAR and Determine If Action Needed	• Caseworker	• NSTAR Updates	<ul style="list-style-type: none"> • Caseworker updates NSTAR • Caseworker determines if action is needed 	• NSTAR updates
4.3.7 If Action Needed, Take Appropriate Action	• Caseworker	• NSTAR Updates	• If action is needed, caseworker takes appropriate action	

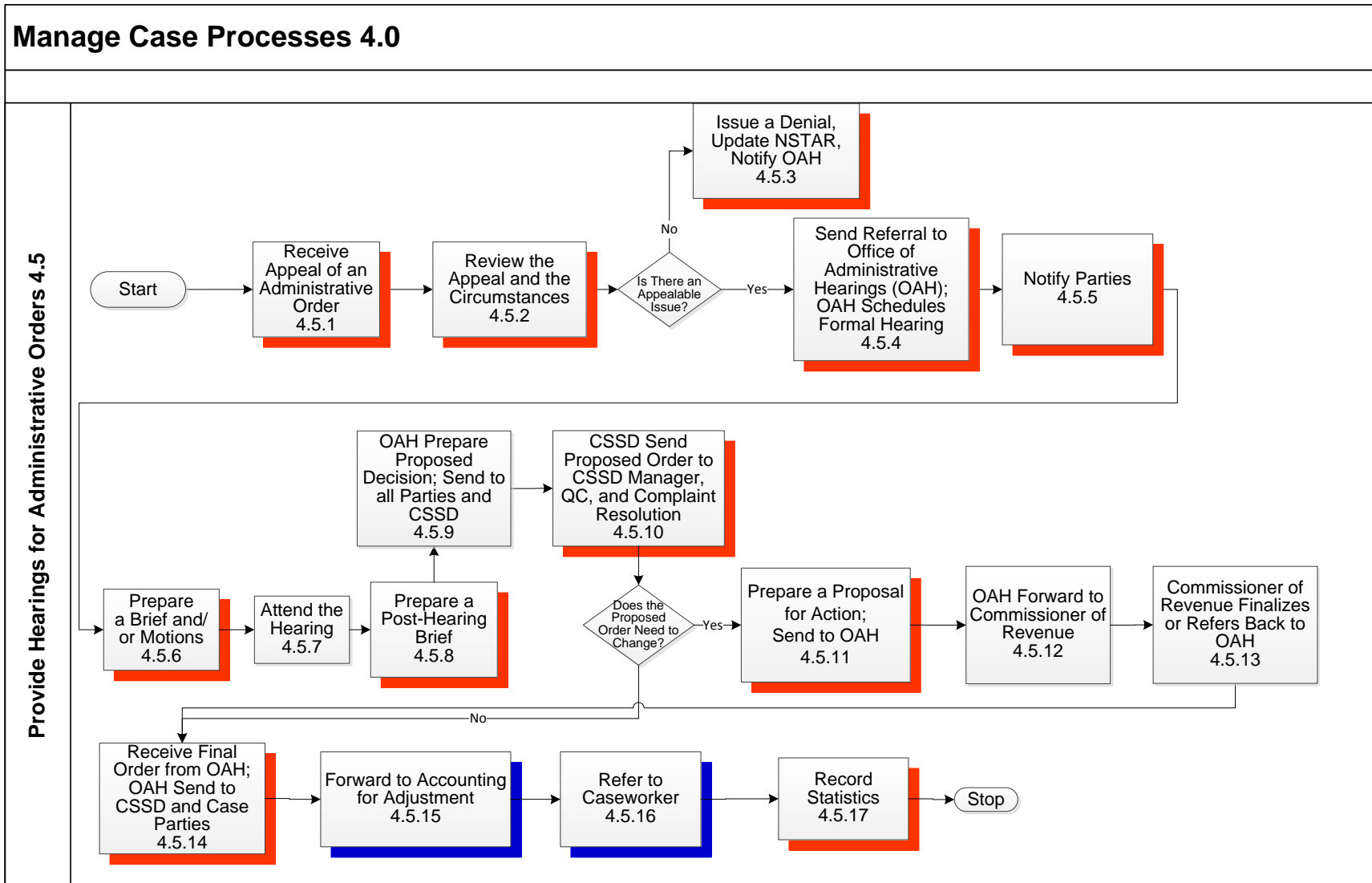
7.4.1.4 Process 4.4: Process Intergovernmental Information



PROCESS NUMBER - NAME:		4.4—Process Intergovernmental Information			
PROCESS OBJECTIVES:		Ensure Intergovernmental Information is Handled Appropriately			
PROCESS STEP		WHO	INPUT	ACTIVITIES	OUTPUTS
4.4	Process Intergovernmental Information				
4.4.1	Receive Intergovernmental Updates Over CSENet/Request using Automated Forms	<ul style="list-style-type: none"> Intergovernmental Caseworker 	<ul style="list-style-type: none"> CSENet transactions Fax 	<ul style="list-style-type: none"> Intergovernmental caseworker receives an intergovernmental update over the CSENet screens and request using automated forms 	<ul style="list-style-type: none"> CSENet transactions

PROCESS NUMBER - NAME:		4.4—Process Intergovernmental Information		
PROCESS OBJECTIVES:		Ensure Intergovernmental Information is Handled Appropriately		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.4.2 If Not a Support Order, Take Action, If Needed, Update NSTAR Intergovernmental Case	<ul style="list-style-type: none"> Intergovernmental Caseworker 	<ul style="list-style-type: none"> CSENet transaction 	<ul style="list-style-type: none"> Intergovernmental caseworker takes action Intergovernmental caseworker updates case in NSTAR 	<ul style="list-style-type: none"> NSTAR updates to the case
4.4.3 Forward Information to Member If Needed	<ul style="list-style-type: none"> Intergovernmental Caseworker OAll 	<ul style="list-style-type: none"> CSENet transaction Images 	<ul style="list-style-type: none"> Intergovernmental caseworker or OAll makes notes to system, prints image, or composes letter/email and sends to client 	<ul style="list-style-type: none"> Email or Mail
4.4.4 Send Back Response, If Needed	<ul style="list-style-type: none"> Intergovernmental Caseworker 	<ul style="list-style-type: none"> NSTAR case updates 	<ul style="list-style-type: none"> Intergovernmental caseworker prepares and sends response to other state 	<ul style="list-style-type: none"> Forms CSENet transaction Email Phone Call
4.4.5 If Support Order, Refer for Financial Adjustment	<ul style="list-style-type: none"> Intergovernmental Caseworker 	<ul style="list-style-type: none"> Morning Mail Order Images Forms 	<ul style="list-style-type: none"> Intergovernmental caseworker sends notification/referral for financial adjustment 	<ul style="list-style-type: none"> Referral for financial adjustment

7.4.1.5 Process 4.5: Provide Hearings for Administrative Orders

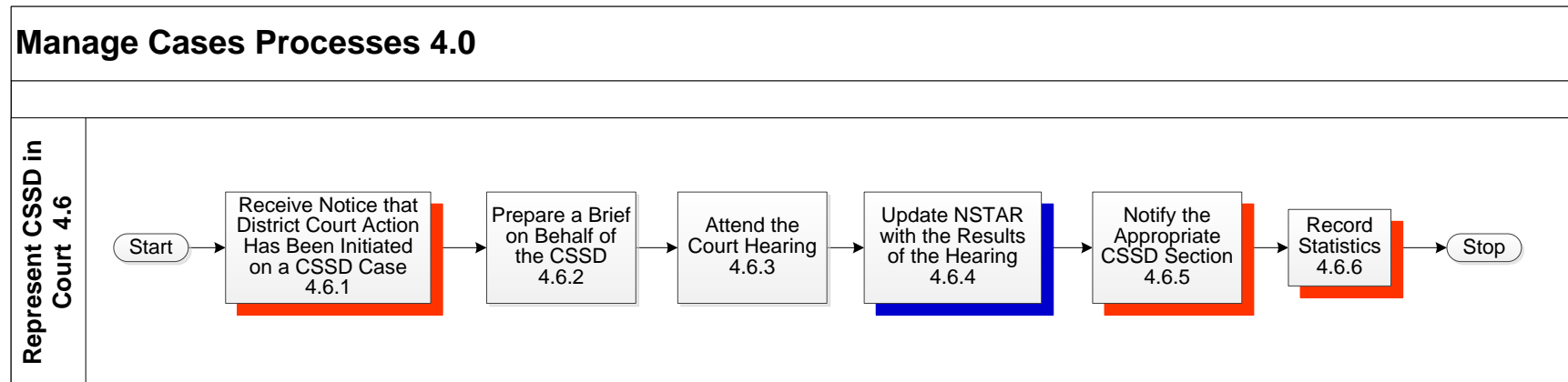


PROCESS NUMBER - NAME:		4.5—Provide Hearings for Administrative Orders			
PROCESS OBJECTIVES:		Offer Hearing on Administrative Order Establishment when Requested (Administrative Review Hearings)			
PROCESS STEP		WHO	INPUT	ACTIVITIES	OUTPUTS
4.5	Provide Hearings for Administrative Orders				
4.5.1	Receive Appeal of an Administrative Order	<ul style="list-style-type: none"> Hearing section staff 	<ul style="list-style-type: none"> Appeal of order 	<ul style="list-style-type: none"> Receive the appeal Forward appeal to hearing officer 	<ul style="list-style-type: none"> Appeal in the hands of the Hearing officer
4.5.2	Review the Appeal and the Circumstances	<ul style="list-style-type: none"> Hearing section staff 	<ul style="list-style-type: none"> Appeal of order NSTAR case information 	<ul style="list-style-type: none"> Review the appeal Look up the order information and case circumstances on NSTAR and CFI 	<ul style="list-style-type: none"> Understanding of the issues
4.5.3	If there is No Appealable Issue, Issue a Denial, update NSTAR, Notify OAH	<ul style="list-style-type: none"> Hearing section staff 	<ul style="list-style-type: none"> Appeal of order NSTAR case information 	<ul style="list-style-type: none"> Prepare the denial Director approves denial Send denial to parties Update NSTAR case record Notify OAH 	<ul style="list-style-type: none"> Denial of appeal System updates
4.5.4	If there Is an Appealable Issue, Send Referral to Office of Administrative Hearings (OAH); OAH Schedules Formal Hearing	<ul style="list-style-type: none"> Hearing section staff Office of Administrative Hearings 	<ul style="list-style-type: none"> Appeal of order NSTAR case information 	<ul style="list-style-type: none"> Hearing section staff send referral to OAH OAH schedules a formal hearing 	<ul style="list-style-type: none"> Referral to OAH
4.5.5	Notify Parties	<ul style="list-style-type: none"> Office of Administrative Hearings 	<ul style="list-style-type: none"> Hearing schedule 	<ul style="list-style-type: none"> OAH send notification of hearing to parties 	<ul style="list-style-type: none"> Notifications to all interested parties
4.5.6	Prepare a Brief and/or Motions	<ul style="list-style-type: none"> Hearing section staff 	<ul style="list-style-type: none"> Appeal of order NSTAR case information 	<ul style="list-style-type: none"> Re-review the circumstances Clarify the CSSD's position Prepare the document Send to Attorney General's Office 	<ul style="list-style-type: none"> Appeal brief and/or modification
4.5.7	Attend the Hearing	<ul style="list-style-type: none"> Hearing section staff Parties 	<ul style="list-style-type: none"> Appeal of order Appeal brief 	<ul style="list-style-type: none"> Presentation of facts Testimony of NCP and others Record proceedings 	<ul style="list-style-type: none"> Record of proceedings

PROCESS NUMBER - NAME:		4.5—Provide Hearings for Administrative Orders		
PROCESS OBJECTIVES:		Offer Hearing on Administrative Order Establishment when Requested (Administrative Review Hearings)		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.5.8 Prepare a Post-Hearing Brief	<ul style="list-style-type: none"> Hearing Officer 	<ul style="list-style-type: none"> Appeal of order Appeal brief Record of proceedings 	<ul style="list-style-type: none"> Review the appeal, appeal brief, and record of hearing proceedings Prepare the post-hearing brief 	<ul style="list-style-type: none"> Post hearing brief
4.5.9 OAH Prepare Proposed Decision; Send to all Parties and CSSD	<ul style="list-style-type: none"> Office of Administrative Hearings Hearing section staff Parties CSSD 	<ul style="list-style-type: none"> Post hearing brief 	<ul style="list-style-type: none"> Office of Administrative Hearings prepare a decision Send the decision to the parties and CSSD Update NSTAR Send decision to be imaged 	<ul style="list-style-type: none"> Decision
4.5.10 CSSD Send Proposed Order to CSSD Manager, QC, and Complaint Resolution	<ul style="list-style-type: none"> CSSD Manager QC Complaint Resolution 	<ul style="list-style-type: none"> Post hearing brief 	<ul style="list-style-type: none"> Prepare proposed order Send to CSSD Manager, QC, Complaint Resolution Scan into CFI and send link to reviewers 	<ul style="list-style-type: none"> Proposed order
4.5.11 If Proposed Order Needs to Change, Prepare a Proposal for Action; Send to OAH	<ul style="list-style-type: none"> Hearing section staff Office of Administrative Hearings Commissioner of Revenue CSSD 	<ul style="list-style-type: none"> Draft amended order 	<ul style="list-style-type: none"> Reviewers review draft amended order If issues are perceived with the draft amended order, reviewer(s) contact the hearing officer and describe them Hearing officer listens and discusses issues with reviewed(s) As appropriate, hearing officer submits a Proposal for Action to address reviewer objections. 	<ul style="list-style-type: none"> Revised (or unrevised) draft amended order
4.5.12 OAH Forwards to Commissioner of Revenue	<ul style="list-style-type: none"> Office of Administrative Hearings Commissioner of Revenue 	<ul style="list-style-type: none"> Proposal for action 	<ul style="list-style-type: none"> OAH forwards to the Commissioner of Revenue 	<ul style="list-style-type: none"> Revised amended order
4.5.13 Commissioner of Revenue Finalizes or Refers Back to OAH	<ul style="list-style-type: none"> Commissioner of Revenue 	<ul style="list-style-type: none"> Revised amended order 	<ul style="list-style-type: none"> Finalize order and refer to OAH 	<ul style="list-style-type: none"> Final order

PROCESS NUMBER - NAME:		4.5—Provide Hearings for Administrative Orders		
PROCESS OBJECTIVES:		Offer Hearing on Administrative Order Establishment when Requested (Administrative Review Hearings)		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.5.14 If Proposed Order Does Not Need to Change, Receive Final Order from OAH; OAH Send to CSSD and Case Parties	<ul style="list-style-type: none"> Hearings section staff CSSD Office of Administrative Hearings 	<ul style="list-style-type: none"> Final order 	<ul style="list-style-type: none"> Receive final order from OAH OAH sends to CSSD and case parties 	<ul style="list-style-type: none"> Final order
4.5.15 Forward to Accounting for Adjustment	<ul style="list-style-type: none"> Hearings section staff CSSD 	<ul style="list-style-type: none"> Final order 	<ul style="list-style-type: none"> Forward final order to accounting for adjustment 	<ul style="list-style-type: none"> Final order
4.5.16 Refer to Caseworker	<ul style="list-style-type: none"> Hearings section staff 	<ul style="list-style-type: none"> Final order 	<ul style="list-style-type: none"> Receive final order 	<ul style="list-style-type: none"> Final order
4.5.17 Record Statistics	<ul style="list-style-type: none"> Hearing section staff 	<ul style="list-style-type: none"> Results of entire hearing process 	<ul style="list-style-type: none"> Record statistics on Excel spreadsheet 	<ul style="list-style-type: none"> Updated monthly statistics tracking

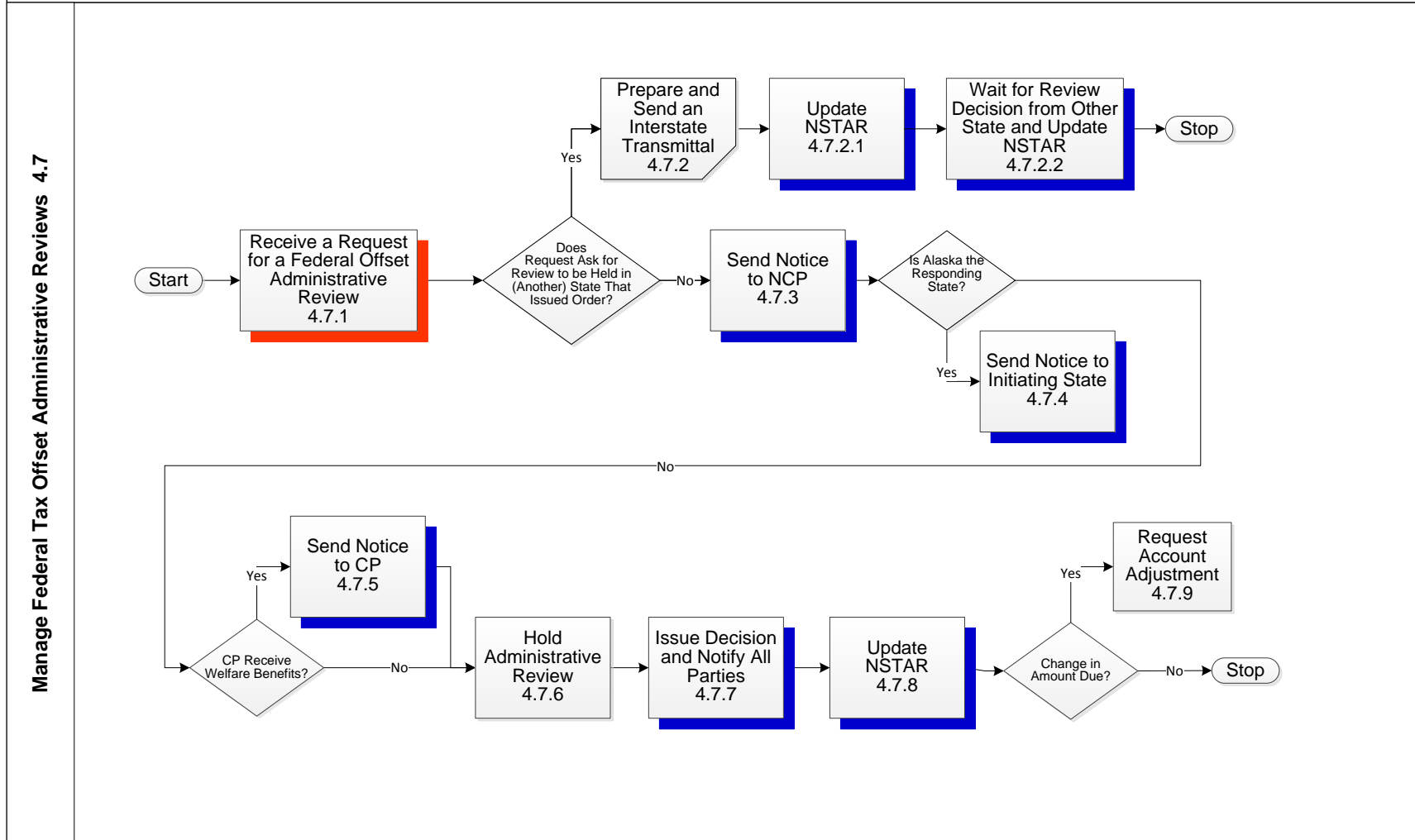
7.4.1.6 Process 4.6: Represent CSSD in Court



PROCESS NUMBER - NAME:		4.6—Represent CSSD in Court			
PROCESS OBJECTIVES:		Provide a Presence for CSSD in Court Hearings About Child Support Orders			
PROCESS STEP		WHO	INPUT	ACTIVITIES	OUTPUTS
4.6	Represent CSSD in Court				
4.6.1	Receive Notice that District Court Action Has Been Initiated on a CSSD Case	<ul style="list-style-type: none">Attorney General staff	<ul style="list-style-type: none">Notice of Court Action	<ul style="list-style-type: none">Forward court notice to the appropriate hearing officerUpdate NSTAR	<ul style="list-style-type: none">Court notice received
4.6.2	Prepare a Brief on Behalf of the CSSD	<ul style="list-style-type: none">Attorney General staffCaseworker	<ul style="list-style-type: none">Notice of Court ActionNSTAR case information	<ul style="list-style-type: none">Review Court documentsReview NSTAR case record(s) and CFI documentsPrepare and send brief to clerk and recorderSend brief for imaging	<ul style="list-style-type: none">Court brief
4.6.3	Attend the Court Hearing	<ul style="list-style-type: none">Attorney General staffCaseworker	<ul style="list-style-type: none">Court documentsCSSD court brief	<ul style="list-style-type: none">Attend court hearingTestify on behalf of the CSSD, if necessary	<ul style="list-style-type: none">Hearing held
4.6.4	Update NSTAR with the Results of the Hearing	<ul style="list-style-type: none">Attorney General staffCaseworker	<ul style="list-style-type: none">Results of the hearing	<ul style="list-style-type: none">Update NSTAR with hearing resultsSend any new court documents for imaging	<ul style="list-style-type: none">Updated NSTAR (and possibly additional imaged documents on CFI)
4.6.5	Notify the Appropriate CSSD Section	<ul style="list-style-type: none">Attorney General staff	<ul style="list-style-type: none">Results of the hearing	<ul style="list-style-type: none">Notify the caseworker who owns the case	<ul style="list-style-type: none">Caseworker can take next action needed, if any
4.6.6	Record Statistics	<ul style="list-style-type: none">Attorney General staffCaseworker	<ul style="list-style-type: none">Results of entire court hearing process	<ul style="list-style-type: none">Record statistics on Excel® spreadsheet	<ul style="list-style-type: none">Updated monthly statistics tracking

7.4.1.7 Process 4.7: Manage Federal Tax Offset Administrative Reviews

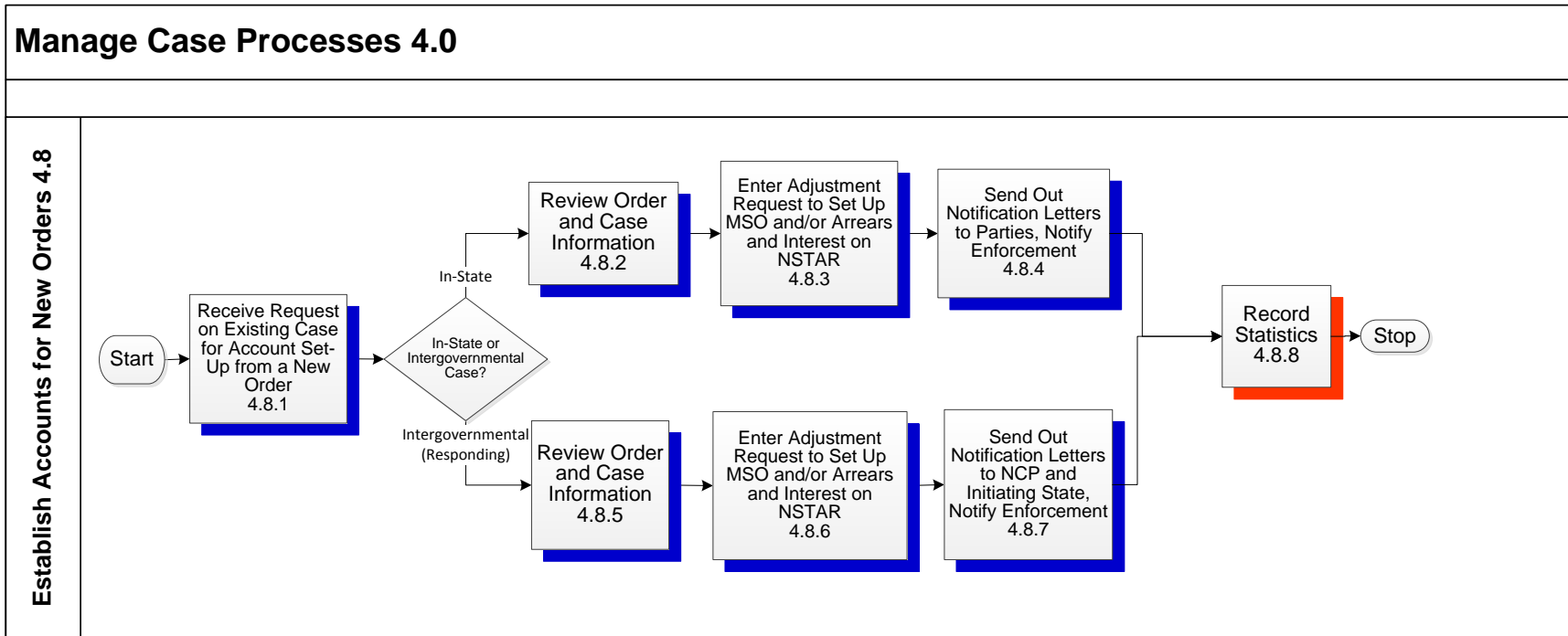
Manage Cases Processes 4.0



PROCESS NUMBER - NAME:		4.7—Manage Federal Tax Offset Administrative Reviews			
PROCESS OBJECTIVES:		Ensure Federal Tax Offset Administrative Reviews are Held Properly and As Needed			
PROCESS STEP		WHO	INPUT	ACTIVITIES	OUTPUTS
4.7	Manage Federal Tax Offset Administrative Reviews				
4.7.1	Receive a Request for a Federal Offset Administrative Review	• Caseworker	• Request for Administrative review	• Note request in the NSTAR case record • Forward to appropriate caseworker	• Updated NSTAR
4.7.2	If Request Asks for Review to be Held in Another State That Issued Order, Prepare and Send an Interstate Transmittal	• Caseworker	• Intergovernmental transmittal	• Send an Interstate Transmittal	• Updated transmittal
4.7.2.1	Update NSTAR	• Caseworker	• Intergovernmental transmittal	• Update NSTAR	• Updated NSTAR
4.7.2.2	Wait for the Review Decision from Other State and Update NSTAR	• Caseworker	• Administrative review decision	• Receive results of the administrative review from the other state • Update NSTAR	• Administrative review decision
4.7.3	If Request Does Not Ask for Review to be Held in State That Issued Order, Send Notice to NCP	• Caseworker	• Request for administrative review	• Prepare and send notice of administrative review • Schedule administrative review	• Notice of administrative review
4.7.4	If Alaska Is the Responding State, Forward Notice to Initiating State	• Caseworker	• Request for administrative review	• Forward request to other state	• Initiating state is notified to hold Review
4.7.5	If Alaska is Not the Responding State and the CP Receives Welfare Benefits, Send Notice to CP	• Caseworker	• Request for administrative review	• Review NSTAR case record and EIS to determine CP welfare status • If CP does not receive welfare benefits, send copy of the administrative review notice	• CP notified of the administrative review (unless CP receives welfare benefits)

PROCESS NUMBER - NAME:		4.7—Manage Federal Tax Offset Administrative Reviews		
PROCESS OBJECTIVES:		Ensure Federal Tax Offset Administrative Reviews are Held Properly and As Needed		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.7.6 If Alaska is Not the Responding State and CP does Not Receive Welfare Benefits, Hold Administrative Review	• Caseworker	<ul style="list-style-type: none"> Request for administrative review Information from NSTAR case record 	<ul style="list-style-type: none"> Hold administrative review Review information provided by NCP 	• Administrative review
4.7.7 Issue Decision and Notify All Parties	• Caseworker	• Results of administrative review	<ul style="list-style-type: none"> Prepare review decision Send to all parties Send decision for imaging 	• Administrative review decision
4.7.8 Update NSTAR	• Caseworker	• Administrative review decision	• Update NSTAR with results of the administrative review	• Updated NSTAR
4.7.9 If there Is a Change in Amount Due, Request Account Adjustment	• Caseworker	• Administrative review decision	<ul style="list-style-type: none"> Request adjustment action Calculate adjustment Update NSTAR so update will be sent to OCSE 	<ul style="list-style-type: none"> Account adjustment NSTAR updated Referred amount update sent to OCSE

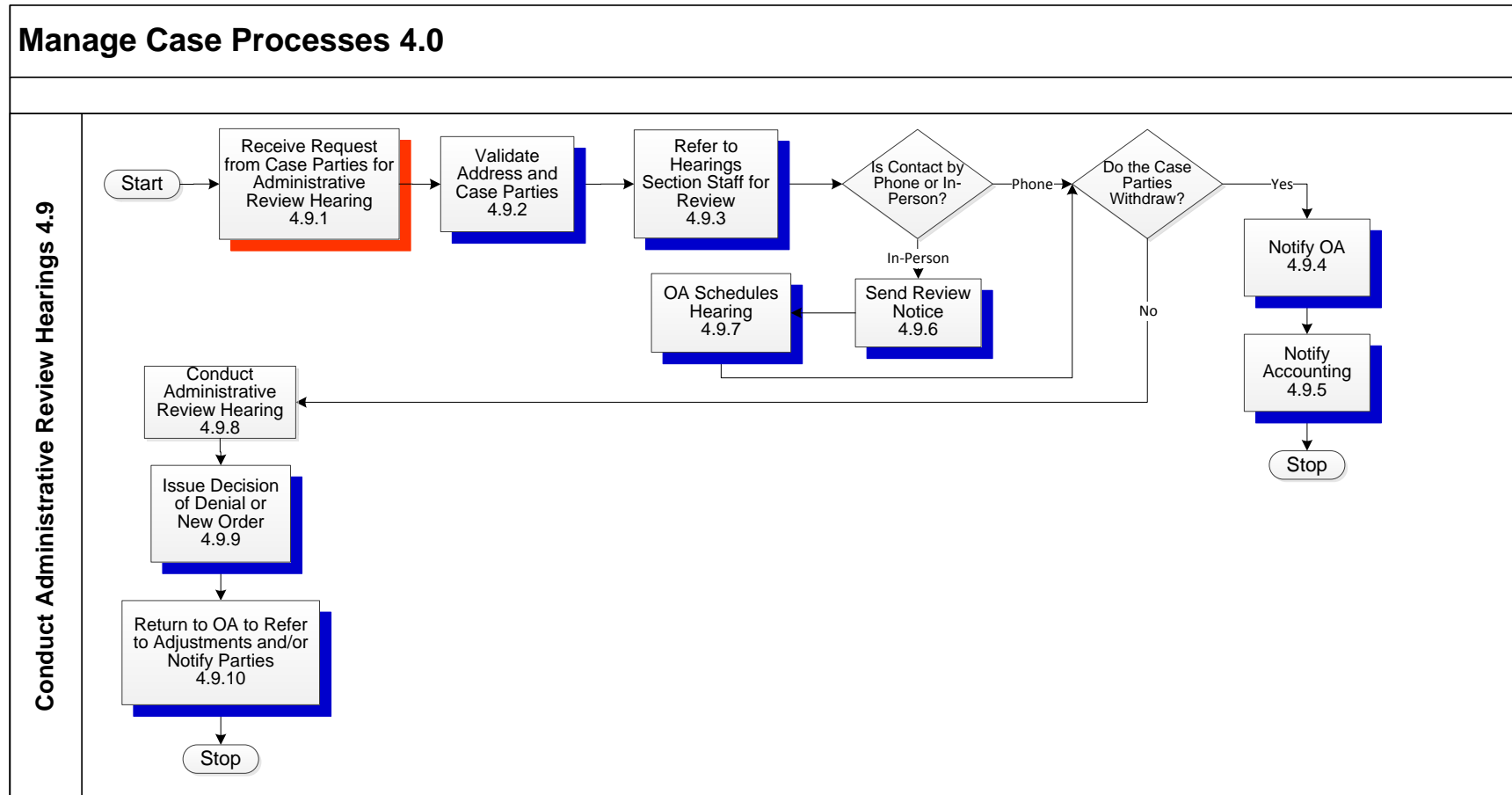
7.4.1.8 Process 4.8: Establish Accounts for New Orders



PROCESS NUMBER - NAME:		4.8—Establish Accounts for New Orders			
PROCESS OBJECTIVES:		Add Account for New Orders/Cases			
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS	
4.8 Establish Accounts for New Orders					
4.8.1 Receive Request on Existing Case for Account Set-Up from a New Order	• Intake	• Request for account set-up	• Intake receives request for account set-up from a new order	• Request for account set-up	
4.8.2 If Case is an In-State Case, Review Order and Case Information	• Intake	• Support order • Case information	• Intake reviews the support order and the case information • Intake determines if it is an in-state or intergovernmental case • Complete pending status in CFI	• Case is transferred to Domestic or Intergovernmental Enforcement	
4.8.3 Enter Adjustment Request to Set Up MSO and/or Arrears and Interest on NSTAR	• Intake	• Support order	• Audit and Adjustments Sets-up the MSO and/or arrears and interest on NSTAR	• Financials set-up on NSTAR	
4.8.4 Send Out Notification Letters to Parties, Notify Enforcement	• Audit and Adjustments • Intake	• Support order and account set-up	• Audit and Adjustments sends out notification letters to parties of the account set up • Intake sends notification to enforcement	• Notification letter to parties • Notification to enforcement	
4.8.5 If Case Is an Intergovernmental Case (Responding), Review Order and Case Information	• Intake	• Support order • Case information	• Intake reviews the support order and the case information • Intake determines if it is an in-state or intergovernmental case	• Case is transferred to Initiating or Responding Intergovernmental Enforcement depending on location of NCP and who requested services	
4.8.6 Enter Adjustment Request to Set Up MSO and/or Arrears and Interest on NSTAR	• Intake	• Support order	• Account tech sets-up the MSO and/or arrears and interest on NSTAR	• Financials set-up on NSTAR	

PROCESS NUMBER - NAME:		4.8—Establish Accounts for New Orders		
PROCESS OBJECTIVES:		Add Account for New Orders/Cases		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.8.7 Send Out Notification Letters to NCP and Initiating State, Notify Enforcement	<ul style="list-style-type: none"> Audit and Adjustments 	<ul style="list-style-type: none"> Support order and account set-up 	<ul style="list-style-type: none"> Audit and Adjustments sends out notification letters to parties and initiating state about the account set up Audit and Adjustments sends notification to enforcement 	<ul style="list-style-type: none"> Notification letter to parties Notification letter to initiating state Notification to enforcement
4.8.8 Record Statistics	<ul style="list-style-type: none"> Audit and Adjustments Intake 	<ul style="list-style-type: none"> Financials set-up 	<ul style="list-style-type: none"> Audit and Adjustments records the statistics for supervisor report 	<ul style="list-style-type: none"> Recorded statistics on report

7.4.1.9 Process 4.9: Conduct Administrative Review Hearing

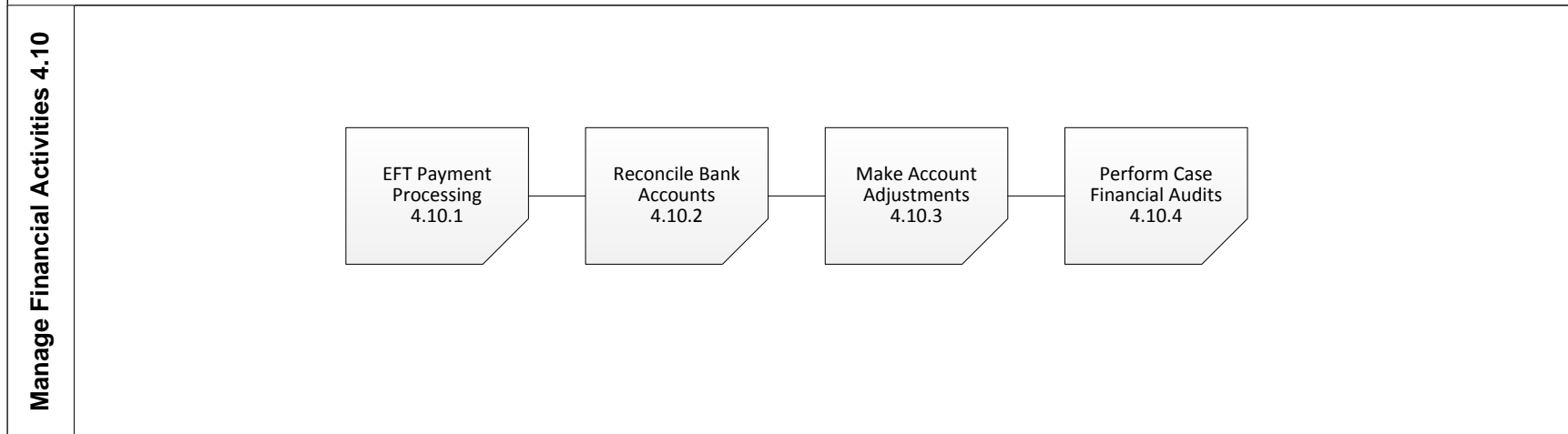


PROCESS NUMBER - NAME:		4.9—Conduct Administrative Review Hearings			
PROCESS OBJECTIVES:		Receive Request and Conduct an Administrative Review Hearing			
PROCESS STEP		WHO	INPUT	ACTIVITIES	OUTPUTS
4.9	Complete Administrative Review Hearing				
4.9.1	Receive Request from Case Parties for Administrative Review Hearing	<ul style="list-style-type: none">• OA	<ul style="list-style-type: none">• Administrative request for review hearing	<ul style="list-style-type: none">• Receive administrative request for review hearing	<ul style="list-style-type: none">• Informal administrative request
4.9.2	Validate Address and Case Parties	<ul style="list-style-type: none">• OA	<ul style="list-style-type: none">• Administrative hearing request	<ul style="list-style-type: none">• Validate the address and the case parties on the administrative review hearing request	<ul style="list-style-type: none">• Validated address and case parties
4.9.3	Refer to Hearings Section Staff for Review	<ul style="list-style-type: none">• OA• Hearings section staff	<ul style="list-style-type: none">• Administrative review hearing request	<ul style="list-style-type: none">• Review the administrative review hearing request	<ul style="list-style-type: none">• Reviewed administrative review hearing request
4.9.4	If Contact is by Phone and Case Parties Withdraw, Notify OA	<ul style="list-style-type: none">• Hearings section staff• OA	<ul style="list-style-type: none">• Withdrawn administrative review hearing request by phone	<ul style="list-style-type: none">• Notify OA of the withdrawal	<ul style="list-style-type: none">• Final order
4.9.5	Notify Accounting	<ul style="list-style-type: none">• OA	<ul style="list-style-type: none">• Withdrawn administrative hearing	<ul style="list-style-type: none">• Request financial adjustment	<ul style="list-style-type: none">• Final order
4.9.6	If Contact is In-Person, Send Review Notice	<ul style="list-style-type: none">• OA	<ul style="list-style-type: none">• In-person request for an administrative review hearing	<ul style="list-style-type: none">• Send review notice for the administrative review hearing request	<ul style="list-style-type: none">• Review notice sent for administrative review hearing request
4.9.7	OA Schedules Hearing	<ul style="list-style-type: none">• OA	<ul style="list-style-type: none">• In-person request for an administrative review hearing• Review notice sent	<ul style="list-style-type: none">• Schedule the administrative hearing• If the case parties withdraw, notify QA and accounting	<ul style="list-style-type: none">• Scheduled administrative review hearing or a withdrawal
4.9.8	If the Case Parties Do Not Withdraw, Conduct Administrative Review Hearing	<ul style="list-style-type: none">• Hearing section staff	<ul style="list-style-type: none">• Administrative review hearing request and information	<ul style="list-style-type: none">• Conduct the administrative review hearing	<ul style="list-style-type: none">• Administrative review hearing
4.9.9	Issue Decision of Denial or New Order	<ul style="list-style-type: none">• Hearing section staff	<ul style="list-style-type: none">• Administrative review hearing information	<ul style="list-style-type: none">• Issue a decision of either a denial or a new order	<ul style="list-style-type: none">• Denial or new order decision

PROCESS NUMBER - NAME:		4.9—Conduct Administrative Review Hearings		
PROCESS OBJECTIVES:		Receive Request and Conduct an Administrative Review Hearing		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.9.10 Return to OA to Refer to Adjustments and/or Notify Parties	<ul style="list-style-type: none"> Hearings section staff OA 	<ul style="list-style-type: none"> Administrative review hearing decision 	<ul style="list-style-type: none"> Refer decision to adjustments and/or notify case parties of the hearing decision 	<ul style="list-style-type: none"> Adjustments and/or case parties notified

7.4.1.10 Process 4.10: Manage Financial Activities

Manage Cases Processes 4.0



The Financial Processes include the following:

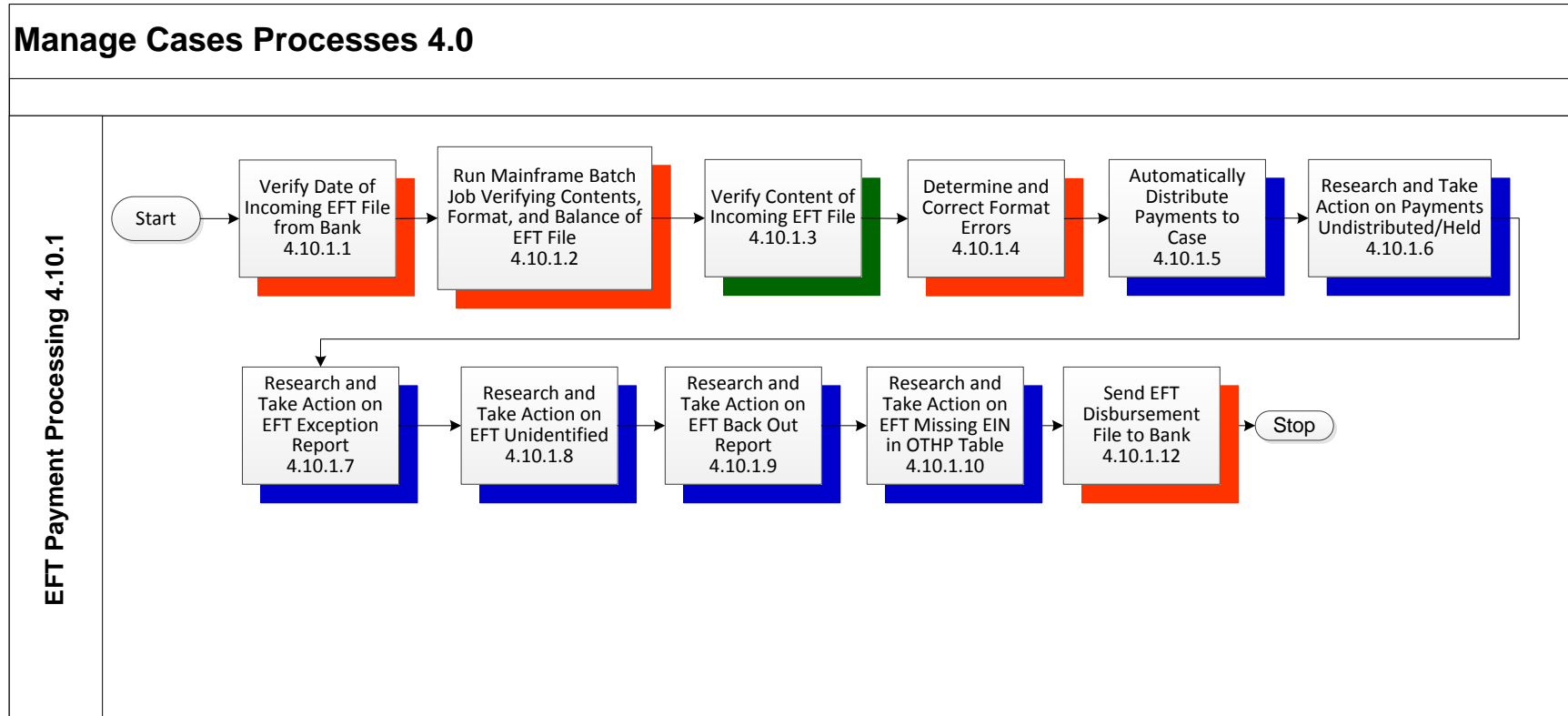
4.10.1 EFT Payment Processing

4.10.2 Reconcile Bank Accounts

4.10.3 Make Account Adjustments

4.10.4 Perform Case Financial Audits

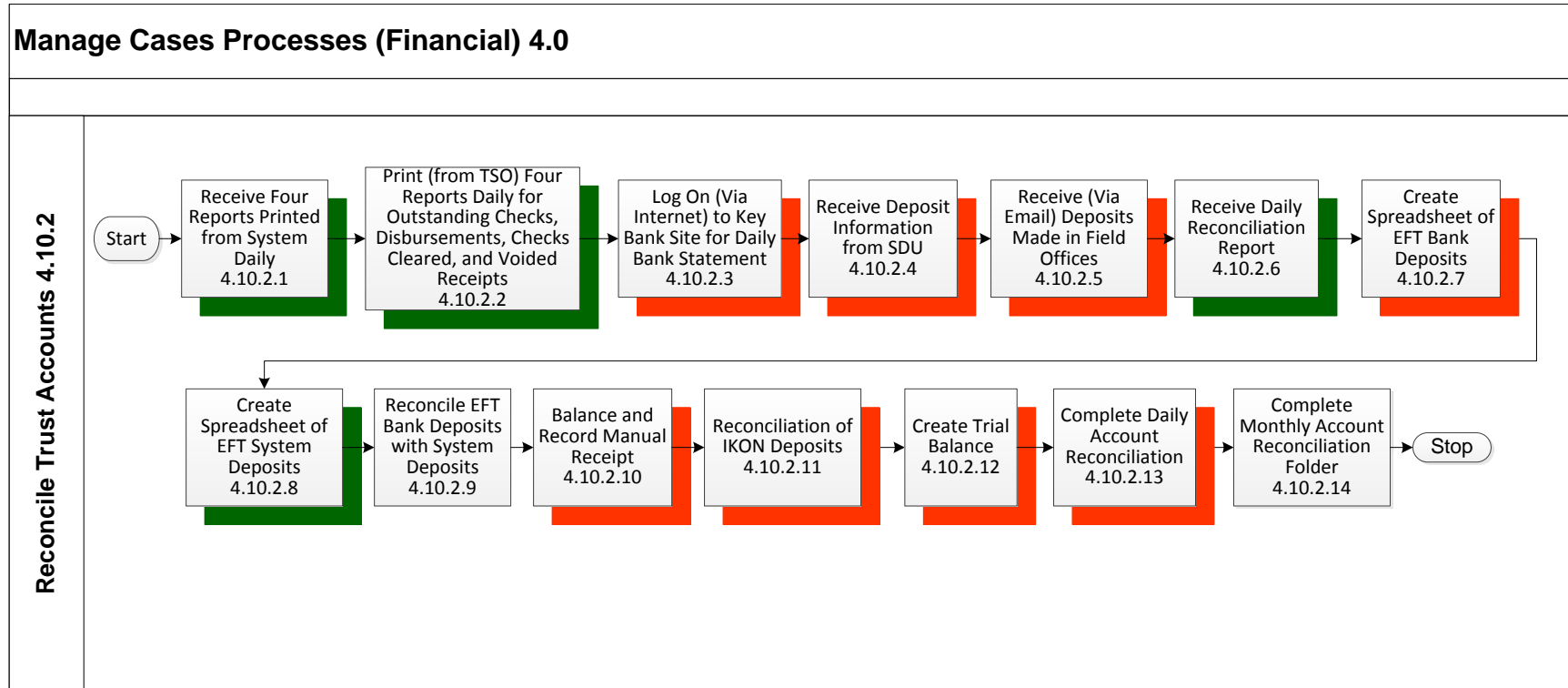
7.4.1.11 Process 4.10.1: EFT Payment Processing



PROCESS NUMBER - NAME:		4.10.1—EFT Payment Processing		
PROCESS OBJECTIVES:		Post Automated Child Support Payments to NSTAR		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.10.1 EFT Payment Processing				
4.10.1.1 Verify Date of Incoming EFT File from Bank	• Accounting Technician	• Electronic Payments	• Verify generation of file and date of file	• Verified file generation and date
4.10.1.2 Run Mainframe Batch Job Verifying Contents, Format, and Balance of EFT File	• Accounting Technician	• Electronic Payments	• Submission of a batch job in TSO mainframe	• Payments post to NSTAR in nightly batch
4.10.1.3 Verify Content of Incoming EFT File	• Accounting Technician	• Electronic Payments	• Verify that the content of EFT file will interface with NSTAR correctly	• Payments post to NSTAR in nightly batch
4.10.1.4 Determine and Correct Format Errors	• Accounting Technician	• Electronic Payments	• Perform edits to correct erroneous ACH batch format for correct payment processing and to prevent possible data processing failure in nightly batch	• Payments post to NSTAR in nightly batch
4.10.1.5 Automatically Distribute Payments to Case	• System Function	• Electronic Payments	• Payment distributes in case(s) and disburses	• Payment disburses
4.10.1.6 Research and Take Action on Payments Undistributed/ Held	• Accounting Technician	• Electronic Payments	• Payment is unable to distribute and holds • New income: undistributable, unidentified • Research NSTAR; manually distribute payment or refund	• Payment disburses or is refunded
4.10.1.7 Research and Take Action on EFT Exception Report	• Accounting Technician	• Returned electronic payments	• Payment is returned with an ACH return reason code and payment is reissued or held	• Payment disburses or holds for research and further action
4.10.1.8 Research and Take Action on EFT Unidentified Report	• Accounting Technician	• Electronic Payments	• Payment is researched and identified or refunded	• Payment disburses or is refunded
4.10.1.9 Research and Take Action on EFT Back Out Report	• Accounting Technician	• Returned dishonored EFT draw downs	• Void receipt in NSTAR • Adjust the case • Contact caseworker to start collection process to recoup any funds that disbursed	• Recoup funds disbursed in error

PROCESS NUMBER - NAME:		4.10.1—EFT Payment Processing		
PROCESS OBJECTIVES:		Post Automated Child Support Payments to NSTAR		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.10.1.10 Research and Take Action on EFT Missing EIN in OTPH Table (Other Party Identification Number)	<ul style="list-style-type: none"> Accounting Technician 	<ul style="list-style-type: none"> Electronic Payments 	<ul style="list-style-type: none"> Employer Identification Number (EIN) needs to be researched and added or updated in NSTAR 	<ul style="list-style-type: none"> Payment disburses
4.10.1.11 Send EFT Disbursement File to Bank	<ul style="list-style-type: none"> System Function 	<ul style="list-style-type: none"> Disbursements 	<ul style="list-style-type: none"> Verify in the mainframe one daily EFT disbursement file was sent to the bank; electronic receipt of Acknowledgement file from bank 	<ul style="list-style-type: none"> Disbursements

7.4.1.12 Process 4.10.2: Reconcile Trust Accounts

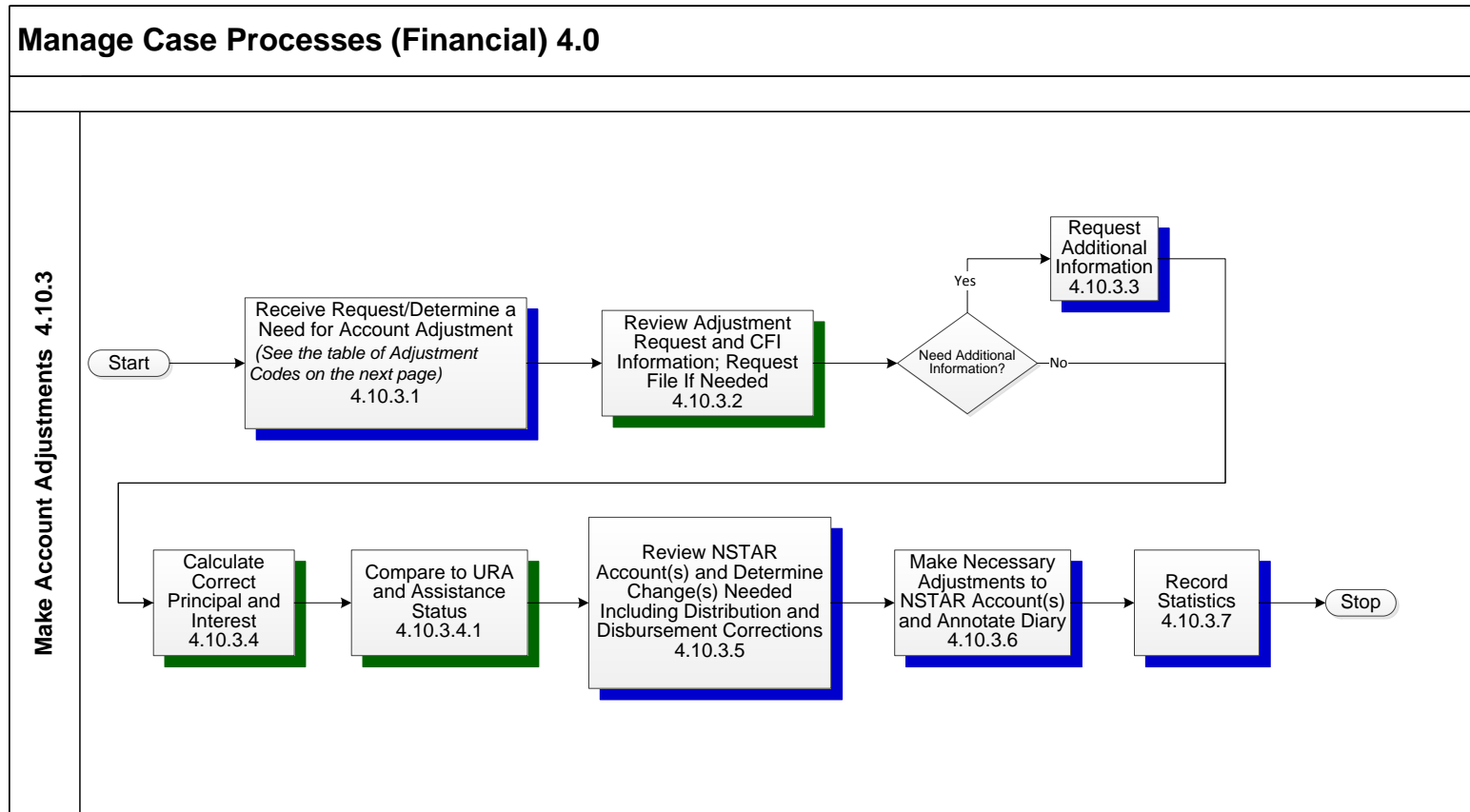


PROCESS NUMBER - NAME:		4.10.2—Reconcile Trust Accounts		
PROCESS OBJECTIVES:		Reconcile Child Support System with Trust Account		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.10.2 Reconcile Trust Accounts				
4.10.2.1 Receive Four Reports Printed from System Daily	<ul style="list-style-type: none"> Systems to Accounting Tech 	<ul style="list-style-type: none"> Daily reports scheduled to print nightly 	<ul style="list-style-type: none"> Deliver reports to finance Report information placed on Excel spreadsheet as part of reconciliation 	<ul style="list-style-type: none"> Portion of reconciliation report is completed

PROCESS NUMBER - NAME:		4.10.2—Reconcile Trust Accounts		
PROCESS OBJECTIVES:		Reconcile Child Support System with Trust Account		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.10.2.2 Print (from TSO) Four Reports Daily for Outstanding Checks, Disbursements, Checks Cleared, and Voided Receipts	• Accounting Tech	• Reports needed from TSO locate totals pages	• Print total pages of reports • Report information posted on Excel spreadsheet for that day as part of reconciliation process	• Check if in balance on report • If not, find discrepancies (such as check clearing bank but not system) • Correct system data as needed
4.10.2.3 Log On (Via Internet) to Key Bank Site for Daily Bank Statement	• Accounting Tech	• Create daily bank reconciliation report	• Sort report, print totals page, check deposits, foreign deposits, returns for checks, EFT, and CP EFT pages	• Create a spreadsheet to identify debts and credits to balance then post on various sheets of reconciliation spreadsheet including trial balance
4.10.2.4 Receive Deposit Information from SDU	• Accounting Clerk to Accounting Tech	• SDU produced deposit slip with check deposit totals	• Pick up copy of deposit information from SDU	• Use information to balance check deposits made on Excel spreadsheet
4.10.2.5 Receive (Via Email) Deposits Made in Field Offices	• Accounting Tech	• Print deposit detail from email	• Identify miscellaneous deposits in bank account	• Post deposit from bank on field office sheet
4.10.2.6 Receive Daily Reconciliation Report	• Systems to Accounting Tech	• Report generated and printed by system nightly	• Bring forward closing numbers from previous report, calculate if there are any DREC outages for the day. If DREC outage, identify outage and make system adjustments as needed	• Post information from the day on Excel spreadsheet
4.10.2.7 Create Spreadsheet of EFT Bank Deposits	• Accounting Tech	• Download data from key bank web site for EFT deposits clearing bank that day	• Import data to Excel spreadsheet; run macro to sort and format for reconciliation	• Use to reconcile EFT deposits with bank and system • Also data pulled from report to EFT balancing sheet on reconciliation spreadsheet

PROCESS NUMBER - NAME:		4.10.2—Reconcile Trust Accounts		
PROCESS OBJECTIVES:		Reconcile Child Support System with Trust Account		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.10.2.8 Create Spreadsheet of EFT System Deposits	• Accounting Tech	• Download data from TSO on EFT deposits clearing system that day	• Import data to Excel spreadsheet; run macro to sort and format for reconciliation	<ul style="list-style-type: none"> • Use to reconcile EFT deposits with bank and system • Also data pulled from report to EFT balancing sheet on reconciliation spreadsheet
4.10.2.9 Reconcile EFT Bank Deposits with System Deposits	• Accounting Tech	• Manual	• Using system and bank reports, reconcile deposits showing previous open items cleared, cleared same day and open items, adding up each category in Excel Daily Reconciliation Report	<ul style="list-style-type: none"> • Reconciliation of EFT deposits • Should item remain outstanding for several days, correct outage as appropriate
4.10.2.10 Balance and Record Manual Receipt	• Accounting Tech	• Print manual receipts from NSTAR	• Identify manual receipts, post on deposit sheet of bank reconciliation and field office deposit on that sheet to show items still open	• Reconciliation or field office deposits and identification of various trial balance line items
4.10.2.11 Reconciliation of IKON Deposits	• Accounting Tech	• Log on to IKON and print 3 reports (incoming receipts, posted receipts (MTD), and NSTAR uploads (MTD)).	• Post to Excel spreadsheet along with still outstanding bank deposits	• Identify outages which will require trial balance adjustment if out of balance
4.10.2.12 Create Trial Balance	• Accounting Tech	• Once they are showing in balance, print various pages of Excel bank spreadsheet,	• Post these pages on trial balance	<ul style="list-style-type: none"> • Review trial balance • If in balance with control total, correct as needed until all outages are corrected and identified
4.10.4.13 Complete Daily Account Reconciliation	• Accounting Tech	• Print completed trial balance	• Place in daily folder for review by finance manager	• Reconciliation approved and completed
4.10.4.14 Complete Monthly Account Reconciliation Folder	• Accounting Tech	• Daily reconciliation reports	• Place daily reports in folder for review by CSSD Director	• Reconciliation approved and completed

7.4.1.13 Process 4.10.3: Make Account Adjustments



The Adjustment Codes are presented in the following table.

Adjustment Codes		
1/14/2014		
Codes	Short Description	Description
AA	Miscellaneous Arrears Adjustment	To adjust a settlement, out-of-balance case or court ordered offset not included in a modification or adjustment request that doesn't fit in any other category.
AC	Admin to Court Adjustment	To set a new obligation based on a new order either from Admin to Court or Court to Admin. MSO is charging with SORD and Financial obligation was already set up. If not currently charging, this is possibly a reactivation (RM), reinstatement (RI) or new case set up (NC). Domestic Violence order is considered a court order.
AJ	Receipt Adjustment	To back out a receipt that has applied wrong due to an incorrect distribution such as Native Dividend receipt to a state account, receipt identified to wrong payor or incorrect split by employer. This adjustment coded requires a receipt #. If you have multiple receipts to back out, identify one receipt number in the adjustment request header and list the additional receipt numbers in the adjustment note. If the back out is not for the reason listed above, this is possibly a suspension (SM) or payee change (PC) for a deceased payee, or refund request (RCTD) in DA14.
AU	Audit	This requires approval by a supervisor, manager, investigator or AG. To complete an audit due to pending court actions, preclusions, qualified domestic relations order (QDRO) or case party financial inquiries that cannot be explained clearly without an Excel Spreadsheet. If the reason isn't listed above and an Excel Spreadsheet is needed for a calculation of arrears from beginning of the order to present and the case is an intergovernmental case, this is likely an Other State (OS) adjustment.
AW	TANF Debt Calculation	To recalculate arrears due to State TANF involvement because MH01 not updated timely. This includes if a member's assistance status is manually updated as TANF, if charging with a court order and NCP has de on TANF or payee returned a payment due to being on TANF.
AY	Administrative Order	To set up admin orders with new SORD and financial obligation. Adjustment requests with this reason code are entered by Establishment or Formal Hearings.
CO	Cost of Living Increase	To calculate a new MSO due to cost of living increases based on indexes or percentage as specified in the order.
DP	Direct Payment Credit	To give credit for money paid by NCP directly to CP for child support. It includes money reported in 606, 603 or IRS intercepts or money received directly by other states.
DS	Default Spreadsheet	To recalculate arrears based on NCP's ability to pay.
EN	Emancipations	To adjust case due to child's reaching the age of majority, marriage or military service.
FC	Foster Care – DFYS	To adjust case due to child's placement in Non-Federal Foster Care (NFFC) or Federal Foster Care (FFC).

Adjustment Codes		
1/14/2014		
Codes	Short Description	Description
IT	Interest Adjustment	To suspend or reinstate interest charges. This includes reactivation or suspension of interest due to weekly or bi-weekly pay period, payee request, arrears only case in which NCP is deceased or interest received worksheets. Note: This is also used to change interest rates but if interest is to be adjusted to reconcile with intergovernmental, enter OS for Interstate or RS for Responding.
JU	Judgment	To adjust arrears per court ordered judgment. Note: If Judgment included in Modified Order, this would be entered as a MO.
MA	Add a kid Modification	To modify MSO as a result of adding a child/children to an existing order. This includes setting on the arrears for the additional child or children.
MC	Medical Credit	To add or remove medical credit when the NCP provides medical insurance.
MF	Formal Hearing	To adjust case based on Child Support Decision and Order. Note: This is only entered by the Formal Hearing section.
MI	Medical Increase (Debit)	To add or remove medical increase when the CP provides medical insurance.
MO	Modification	To adjust an existing MSO for modified order. If debt calcs, credits, offsets, suspension or balance changes are included within modification, it is still entered as a modification (MO) request.
NC	New Case Set Up	To adjust for a new case when we receive a court order for domestic enforcement. This also includes set up of arrears after the current and future MSO set on but waiting for the 30-day waiting process for proof of payments. Note: Use RC for Intergovernmental case set up.
OC	Other Credit	To give credit for Children Insurance Benefit (CIB), in-kind, travel, day-care or other credit allowed by the court that is not VC, DP, MC.
OS	Other State Debt Calculation	To reconcile arrears based on a debt calculation sent from another state that we've initiated to (Team 5) or to provide case accounting history to initiate to another state or government. Note: If debt calc included with modified order, this would be a MO. If responding or tribal child support case, enter as a RS.
PC	Change of Payee/Check Recipient	To redirect MSO to a different payee, check recipient, other state or tribal child support. If debt calc is involved in the adjustment, it should be entered as a Responding Case (RS).
PM	Post Majority Support	To continue or reactivate the support obligation due to post majority.
PR	Payback/Reimbursement	To adjust for a new case and adjust the original case due to a judgment, payback agreement or excess payment returned from payee.
RC	Responding/Interstate Case Set Up	To adjust for a new case when we receive a court order for intergovernmental enforcement. This also includes set up of arrears after the current and future MSO set on but waiting for the 35-day process for NCP to provide proof of payments. Note: Use NC for domestic case set up.
RI	Foster Care Reactivation	To adjust a case to restart the MSO and/or reset the arrears for Foster Care timeframes.
RM	Reactivate MSO/Application for Service	To adjust a case to restart the MSO and/or reset the arrears. This includes Tribal Child Support but not Tribal TANF. Note: If this is due to Tribal TANF use TT or Foster Care Reactivation, use RI.
RS	Responding State or Tribal Child Support Debt Calculation	To reconcile or set arrears based on a debt calculation or payment information from another state or tribe on Responding cases or tribal child support cases. Note: This includes recycled payments for OSTSO
SM	Suspension of MSO	To suspend MSO and/or arrears due to WDFS, Change of Custody, Termination of Parental rights, loss of contact, admin decision, vacate original order, etc. Note: If settlement reduces arrears, enter as AA. If Preclusion Order, enter as AU.

Adjustment Codes		
1/14/2014		
Codes	Short Description	Description
TT	Tribal TANF Adjustment	To adjust an existing MSO for Tribal TANF timeframes (open and closures). To restart the MSO and/or reset the arrears due to Tribal TANF reopening.
VC	Visitation Credit	To add or remove visitation credit allowed in the administrative or court order.
Notes: (1) To correct an adjustment due to an Accounting or Enforcement error, please use the same code as the completed adjustment was originally entered. (2) If you have anything that does not fall into the above categories, please see your supervisor. Most of the time, it will be AA.		Revised on 01/14/2014

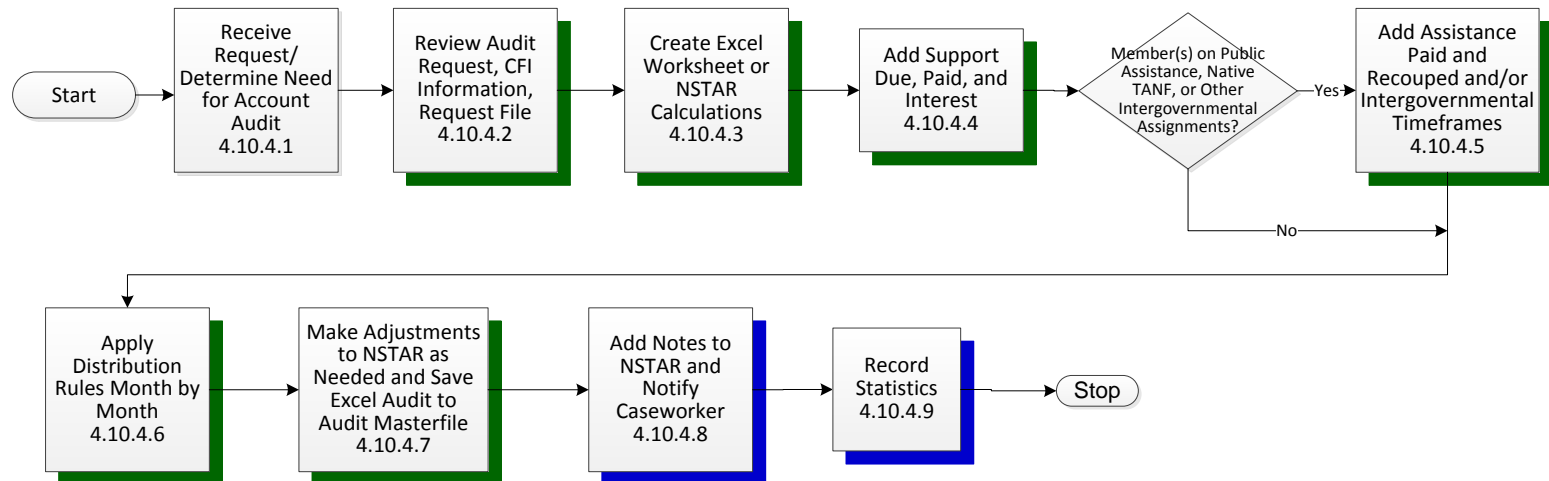
PROCESS NUMBER - NAME:		4.10.3—Make Account Adjustments		
PROCESS OBJECTIVES:		Adjust Case Account Balances as Needed		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.10.3 Make Account Adjustments				
4.10.3.1 Receive Request/ Determine a Need for Account Adjustment	<ul style="list-style-type: none"> Audit and Adjustments Technician Caseworker 	<ul style="list-style-type: none"> Request 	<ul style="list-style-type: none"> Audit and Adjustments receives request for account adjustment or determines need for account adjustment 	<ul style="list-style-type: none"> Account adjustment request/need
4.10.3.2 Review Adjustment Request and CFI Information; Request File If Needed	<ul style="list-style-type: none"> Audit and Adjustments Technician Caseworker (if adjustment reason requires it) 	<ul style="list-style-type: none"> Account adjustment request/need 	<ul style="list-style-type: none"> Audit and Adjustments requests the case file if needed 	<ul style="list-style-type: none"> Request for case file if needed
4.10.3.3 If Additional Information Is Needed, Request Additional Information	<ul style="list-style-type: none"> Audit and Adjustments Technician Caseworker 	<ul style="list-style-type: none"> Case file 	<ul style="list-style-type: none"> If additional information is needed, Audit and Adjustments request s additional information 	<ul style="list-style-type: none"> Request for additional information
4.10.3.4 If Additional Information Is Not Needed, Calculate Correct Principal and Interest	<ul style="list-style-type: none"> Audit and Adjustments Technician 	<ul style="list-style-type: none"> Request for account adjustment Case file 	<ul style="list-style-type: none"> Audit and Adjustments calculates the correct principal and interest in the system if possible (if not in Excel) 	<ul style="list-style-type: none"> Principal and interest calculations

PROCESS NUMBER - NAME:		4.10.3—Make Account Adjustments		
PROCESS OBJECTIVES:		Adjust Case Account Balances as Needed		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.10.3.4.1 Compare to URA and Assistance Status	<ul style="list-style-type: none"> Audit and Adjustments Technician 	<ul style="list-style-type: none"> Member child support financial balances and timeframes Public assistance financial balances and timeframes 	<ul style="list-style-type: none"> Compare balances per federal rules for the timeframe 	<ul style="list-style-type: none"> Correct balances in appropriate assignments
4.10.3.5 Review NSTAR Account(s) and Determine Change(s) Needed Including Distribution and Disbursement Corrections	<ul style="list-style-type: none"> Audit and Adjustments Technician 	<ul style="list-style-type: none"> Principal and interest calculation 	<ul style="list-style-type: none"> Audit and Adjustments reviews NSTAR account(s) and determines if change is needed including corrections to distribution and disbursements 	<ul style="list-style-type: none"> Changes needed to NSTAR accounts, distribution, and disbursements
4.10.3.6 Make Necessary Adjustments to NSTAR Account(s) and Annotate Diary	<ul style="list-style-type: none"> Audit and Adjustments Technician 	<ul style="list-style-type: none"> Changes needed to accounts 	<ul style="list-style-type: none"> Audit and Adjustments makes necessary adjustments to NSTAR account(s) and makes a diary note 	<ul style="list-style-type: none"> Adjustments to NSTAR accounts Diary note (with a flag on it designating a task)
4.10.3.7 Record Statistics	<ul style="list-style-type: none"> Audit and Adjustments Technician 	<ul style="list-style-type: none"> Adjustment information Excel spreadsheet 	<ul style="list-style-type: none"> Record statistics as needed for reporting 	<ul style="list-style-type: none"> Recorded statistics

7.4.1.14 Process 4.10.4: Perform Case Financial Audits

Manage Case Processes (Financial) 4.0

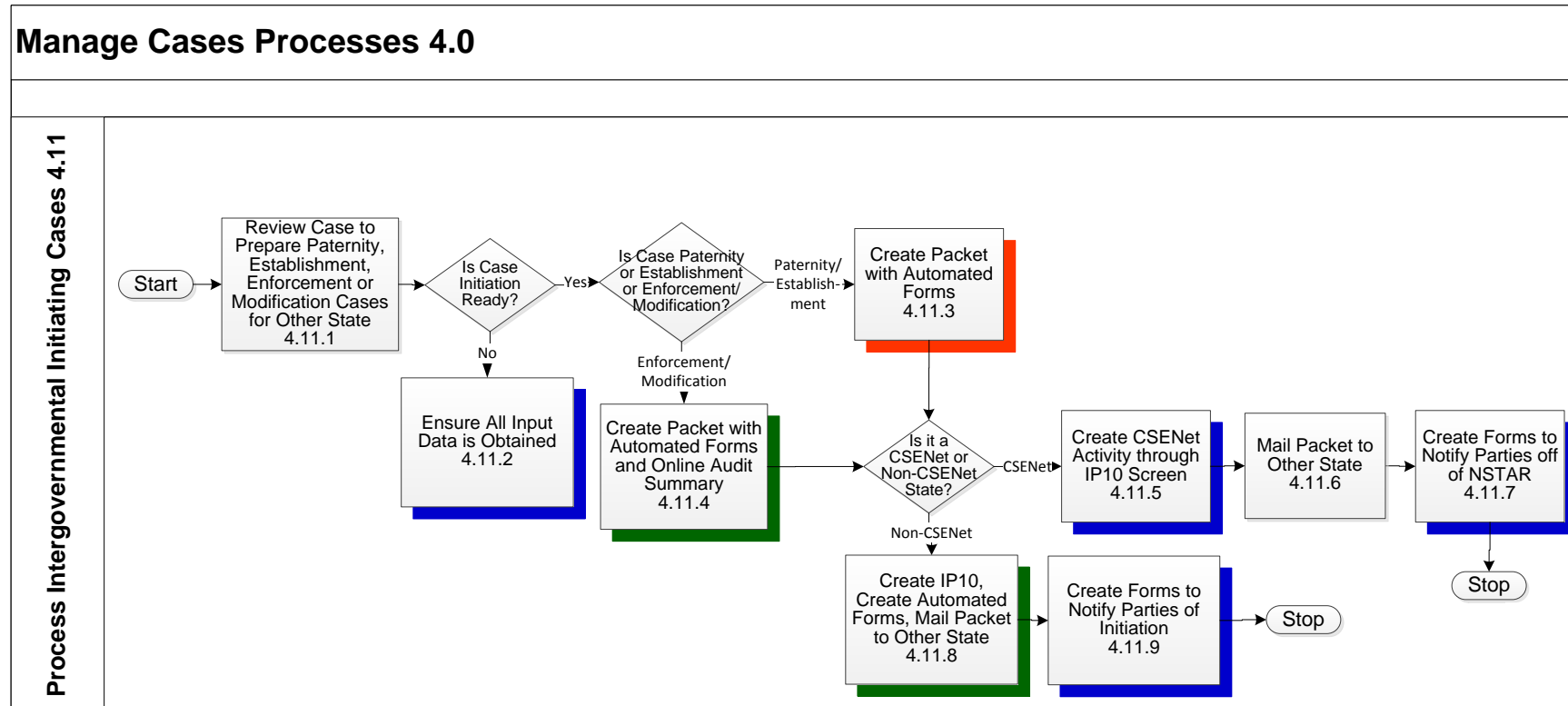
Perform Case Financial Audits 4.10.4



PROCESS NUMBER - NAME:		4.10.4—Perform Case Financial Audits		
PROCESS OBJECTIVES:		Ensure Case Accounting is Accurate		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.10.4 Perform Case Financial Audits				
4.10.4.1 Receive Request/ Determine Need for Account Audit	<ul style="list-style-type: none"> • Caseworker • Audit and Adjustments Technician 	<ul style="list-style-type: none"> • Request account audit 	<ul style="list-style-type: none"> • Receive request or determine the need for an account audit 	<ul style="list-style-type: none"> • Request account audit
4.10.4.2 Review Audit Request, CFI Information, Request File	<ul style="list-style-type: none"> • Audit and Adjustments Technician 	<ul style="list-style-type: none"> • NSTAR case, CFI, and case file 	<ul style="list-style-type: none"> • Review the NSTAR case, CFI, and case file 	<ul style="list-style-type: none"> • Reviewed NSTAR case, CFI, and case file
4.10.4.3 Create Excel Worksheet or NSTAR Calculations	<ul style="list-style-type: none"> • Audit and Adjustments Technician 	<ul style="list-style-type: none"> • NSTAR case and case file information • Request account audit 	<ul style="list-style-type: none"> • Create Excel worksheet or NSTAR Calculations 	<ul style="list-style-type: none"> • Excel worksheet • NSTAR calculations
4.10.4.4 Add Support Due, Paid, and Interest	<ul style="list-style-type: none"> • Audit and Adjustments Technician 	<ul style="list-style-type: none"> • Account information 	<ul style="list-style-type: none"> • Add support due, support paid and interest to the Excel worksheet or NSTAR calculations 	<ul style="list-style-type: none"> • Excel worksheet or NSTAR calculations with support due, support paid and interest
4.10.4.5 If Member(s) on Public Assistance, Native TANF, or Other Intergovernmental Assignments, Add Assistance Paid and Recouped and/or Intergovernmental Timeframes	<ul style="list-style-type: none"> • Audit and Adjustments Technician 	<ul style="list-style-type: none"> • NSTAR member and case information verified with assistance from various agencies and/or tribes that issue and recoup assistance owed and paid 	<ul style="list-style-type: none"> • If Member(s) on public assistance, Native TANF, or other intergovernmental assignments, add assistance paid and recouped to the Excel worksheet 	<ul style="list-style-type: none"> • Excel worksheet or NSTAR calculations with public assistance, Native TANF, or other intergovernmental assignments paid and recouped
4.10.4.6 Apply Distribution Rules Month by Month	<ul style="list-style-type: none"> • Audit and Adjustments Technician 	<ul style="list-style-type: none"> • Account and case information 	<ul style="list-style-type: none"> • Distribution rules applied month by month to financial records 	<ul style="list-style-type: none"> • Excel worksheet with distribution rules applied
4.10.4.7 Make Adjustments to NSTAR as Needed and Save Excel Audit to Audit Masterfile	<ul style="list-style-type: none"> • Audit and Adjustments Technician 	<ul style="list-style-type: none"> • Excel worksheet • NSTAR account information 	<ul style="list-style-type: none"> • If Excel worksheet or NSTAR calculations results do not match NSTAR accounts, make adjustments to NSTAR accounts • Save excel audit to audit masterfile 	<ul style="list-style-type: none"> • Adjusted NSTAR accounts

PROCESS NUMBER - NAME:		4.10.4—Perform Case Financial Audits		
PROCESS OBJECTIVES:		Ensure Case Accounting is Accurate		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.10.4.8 Add Notes to NSTAR and Notify Caseworker	• Audit and Adjustments Technician	• Excel worksheet • NSTAR account information	• Add diary notes to NSTAR • Notify caseworker	• NSTAR diary notes • Notification to caseworker
4.10.4.9 Record Statistics	• Audit and Adjustments Technician	• Adjustment information • Excel spreadsheet	• Record statistics as needed for reporting	• Recorded statistics

7.4.1.15 Process 4.11: Process Intergovernmental Initiating Cases



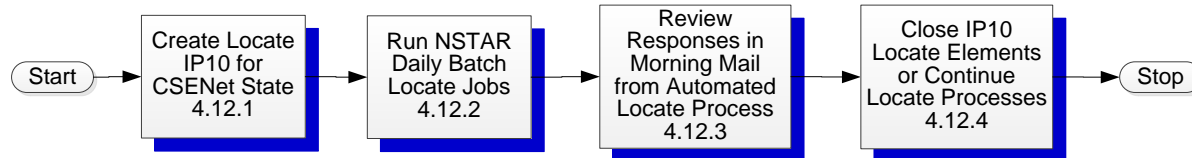
PROCESS NUMBER - NAME:		4.11–Process Intergovernmental Initiating Cases		
PROCESS OBJECTIVES:		Process Intergovernmental Initiating Cases		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.11 Process Intergovernmental Initiating Cases				
4.11.1 Review Case to Prepare Paternity, Establishment, Enforcement and Modification Cases for Other State	<ul style="list-style-type: none"> Intergovernmental Caseworker 	<ul style="list-style-type: none"> Initiating case 	<ul style="list-style-type: none"> Review the case to ensure they have all information needed to initiate the case for paternity, establishment, enforcement, and modification 	<ul style="list-style-type: none"> Proceed to next step
4.11.2 If Initiating case Is Not Ready, Ensure All Input Data is Obtained	<ul style="list-style-type: none"> Intergovernmental Caseworker 	<ul style="list-style-type: none"> Initiating case information NCP verified address Certified orders General testimony Pay history or online audit summary Paternity affidavit 	<ul style="list-style-type: none"> If initiating case is not ready, the intergovernmental caseworker will obtain all data required as described in Input area Determine if case is paternity, establishment or enforcement and modification 	<ul style="list-style-type: none"> Locate request Order request General Testimony to member Paternity Affidavit to member Request pay history
4.11.3 If Initiating Case Is Ready, and is a Paternity/ Establishment Case, Create a Packet with Automated Forms	<ul style="list-style-type: none"> Intergovernmental Caseworker 	<ul style="list-style-type: none"> Initiating establishment case General testimony Paternity affidavit Birth certificate of child 	<ul style="list-style-type: none"> If initiating case is ready, and the case is paternity or establishment, the intergovernmental caseworker will create the packet to send to the other state with automated forms (Access DB) 	<ul style="list-style-type: none"> Forms packet to send to other state with General Testimony, Paternity Affidavit, Birth Certificate of child
4.11.4 If Initiating Case Is Ready, and Is an Enforcement/ Modification Case, Create Packet with Automated Forms and Online Audit Summary	<ul style="list-style-type: none"> Intergovernmental Caseworker 	<ul style="list-style-type: none"> Initiating enforcement/ modification case\ Certified orders Pay history or online audit summary NCP verified address 	<ul style="list-style-type: none"> If initiating case is ready, and the case is enforcement/modification, the intergovernmental caseworker will create the packet with automated forms Print the online audit summary (if applicable) to send to the other state Intergovernmental caseworker will determine if other state is CSENet or non-CSENet state 	<ul style="list-style-type: none"> Forms packet, certified orders, and online audit summary (or Pay History) to send to the other state General testimony if modification request

PROCESS NUMBER - NAME:		4.11–Process Intergovernmental Initiating Cases		
PROCESS OBJECTIVES:		Process Intergovernmental Initiating Cases		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.11.5 If Other State Is a CSENet State, Create CSENet Activity through IP10 Screen	<ul style="list-style-type: none"> Intergovernmental Caseworker 	<ul style="list-style-type: none"> Forms packet Online audit summary if appropriate 	<ul style="list-style-type: none"> If the other state is a CSENet state, the intergovernmental caseworker will create CSENet activity through IP10 screen on NSTAR 	<ul style="list-style-type: none"> CSENet activity for appropriate action
4.11.6 Mail Packet to Other State	<ul style="list-style-type: none"> Intergovernmental Caseworker 	<ul style="list-style-type: none"> Forms packet Online audit summary if appropriate CSENet activity 	<ul style="list-style-type: none"> Intergovernmental caseworker will mail packet to the other state 	<ul style="list-style-type: none"> Mailed packet
4.11.7 Create Forms to Notify Parties off of NSTAR	<ul style="list-style-type: none"> Intergovernmental Caseworker 	<ul style="list-style-type: none"> Forms packet Online audit summary if appropriate CSENet activity 	<ul style="list-style-type: none"> Intergovernmental caseworker will create forms to notify parties off of NSTAR (HM02) Send notification to the parties 	<ul style="list-style-type: none"> Notification to parties
4.11.8 If Other State Is a Non-CSENet State, Create IP10, Create Automated Forms, Mail Packet to Other State	<ul style="list-style-type: none"> Intergovernmental Caseworker 	<ul style="list-style-type: none"> Forms packet Online audit summary if appropriate CSENet activity 	<ul style="list-style-type: none"> Caseworker will create the IP10 Create automated forms packet Mail packet to other state 	<ul style="list-style-type: none"> Mailed packet
4.11.9 Create Forms to Notify Parties of Initiation	<ul style="list-style-type: none"> Intergovernmental Caseworker 	<ul style="list-style-type: none"> Forms packet Online audit summary if appropriate CSENet activity 	<ul style="list-style-type: none"> Intergovernmental caseworker will create forms to notify parties of Initiation Send notification to the case parties 	<ul style="list-style-type: none"> Notification to parties

7.4.1.16 Process 4.12: Automated Locate

Manage Cases 4.0

Automated Locate 4.12

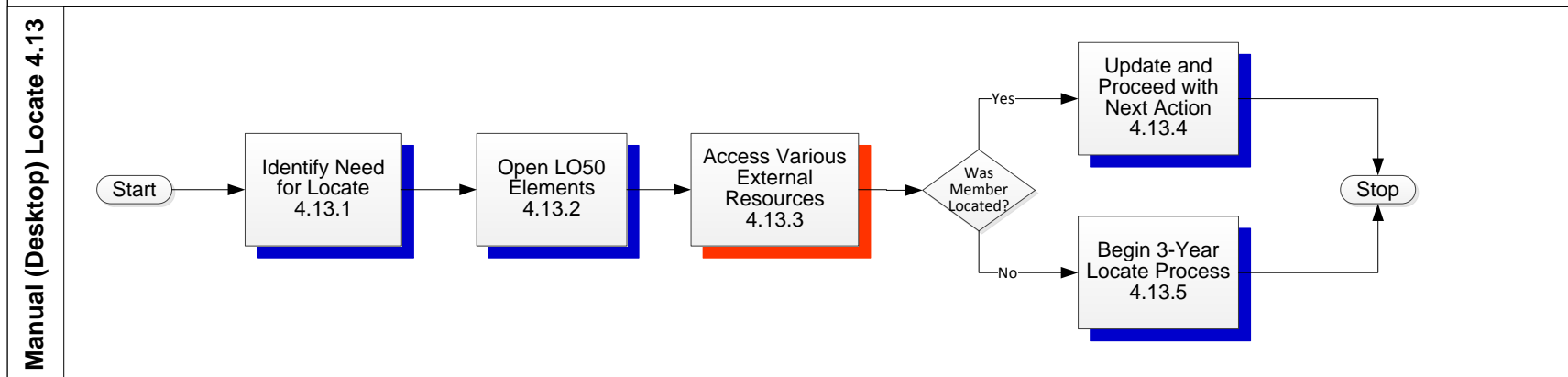


PROCESS NUMBER - NAME:		4.12–Automated Locate		
PROCESS OBJECTIVES:		Process for Automated Locate		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.12 Automated Locate				
4.12.1 Create Locate IP10 for CSENet State	<ul style="list-style-type: none"> • Caseworker • OAI 	<ul style="list-style-type: none"> • Open locate data elements on LO50 	<ul style="list-style-type: none"> • Activate locate for member on LO50 	<ul style="list-style-type: none"> • Locate request triggers
4.12.2 Run NSTAR Daily Batch Locate Jobs	<ul style="list-style-type: none"> • Programmer Analyst 	<ul style="list-style-type: none"> • Locate triggers 	<ul style="list-style-type: none"> • Run NSTAR daily batch locate jobs 	<ul style="list-style-type: none"> • Locate response

PROCESS NUMBER - NAME:		4.12–Automated Locate		
PROCESS OBJECTIVES:		Process for Automated Locate		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.12.3 Review Responses in Morning Mail from Automated Locate Process	• Caseworker	• Locate response	• Caseworker reviews the responses in morning mail from the automated locate jobs	• Reviewed locate responses
4.12.4 Close IP10 Elements or Continue Locate Process	• Caseworker	• Reviewed locate responses	• Caseworker closes the IP10 locate elements to stop locate • Caseworker continues locate process and leaves IP10 locate elements open	• Closed IP10 elements • Continued locate

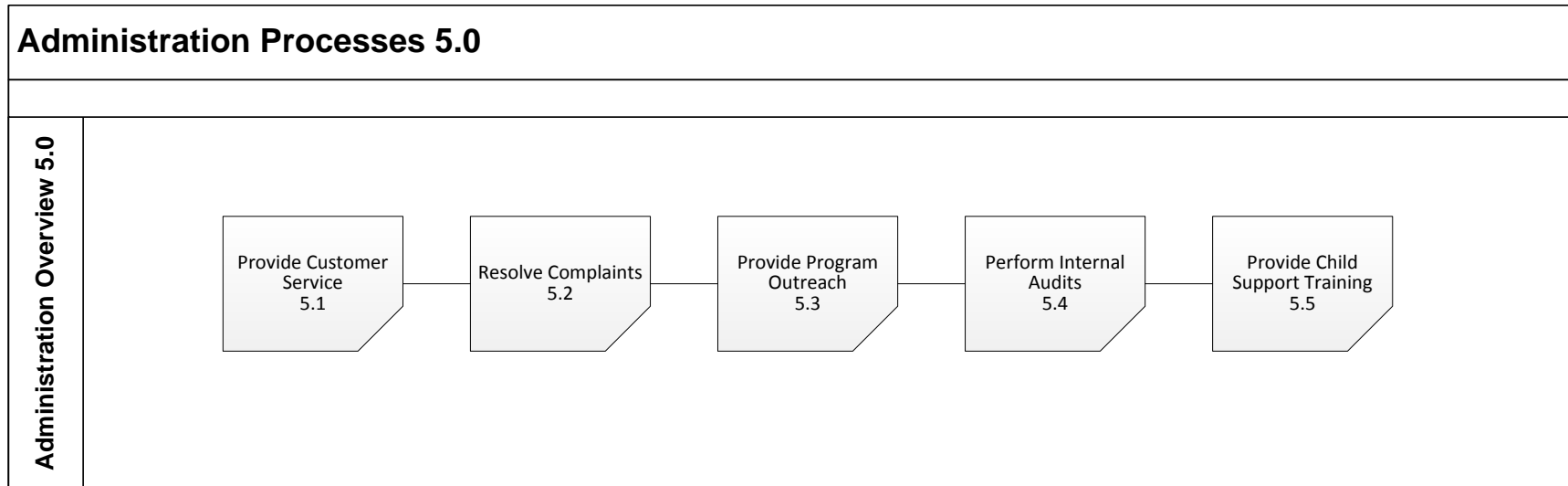
7.4.1.17 Process 4.13: Manual (Desktop) Locate

Manage Cases Processes 4.0



PROCESS NUMBER - NAME:		4.13–Manual (Desktop) Locate		
PROCESS OBJECTIVES:		Process for Manual (Desktop) Locate		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
4.13Manual (Desktop) Locate				
4.13.1 Identify Need for Locate	<ul style="list-style-type: none"> • Caseworker • OAI 	<ul style="list-style-type: none"> • Return mail • Various other documents 	<ul style="list-style-type: none"> • Perform locate activities using various external resources 	<ul style="list-style-type: none"> • Member found • Member not found
4.13.2 Open LO50 Locate Elements	<ul style="list-style-type: none"> • Caseworker • OAI 	<ul style="list-style-type: none"> • Open locate data elements on LO50 	<ul style="list-style-type: none"> • Activate locate for member 	<ul style="list-style-type: none"> • Locate request triggers
4.13.3 Access Various External Resources	<ul style="list-style-type: none"> • OAI 	<ul style="list-style-type: none"> • Return mail • Various other documents • Morning mail from caseworker • Email from caseworker 	<ul style="list-style-type: none"> • Access external locate resources 	<ul style="list-style-type: none"> • Member found • Member not found
4.13.4 If Member Is Located, Update and Proceed with Next Action	<ul style="list-style-type: none"> • Caseworker • OAI 	<ul style="list-style-type: none"> • Updated member demographics 	<ul style="list-style-type: none"> • Update member • Notify caseworker 	<ul style="list-style-type: none"> • Next action for establishment or enforcement
4.13.5 If Member Is Not Located, Begin 3-Year Locate Process	<ul style="list-style-type: none"> • Caseworker • OAI 	<ul style="list-style-type: none"> • Morning mail to start 3-year locate process 	<ul style="list-style-type: none"> • Input first morning mail reminder 	<ul style="list-style-type: none"> • First morning mail reminder • Results of first search

7.5 Administration Processes 5.0

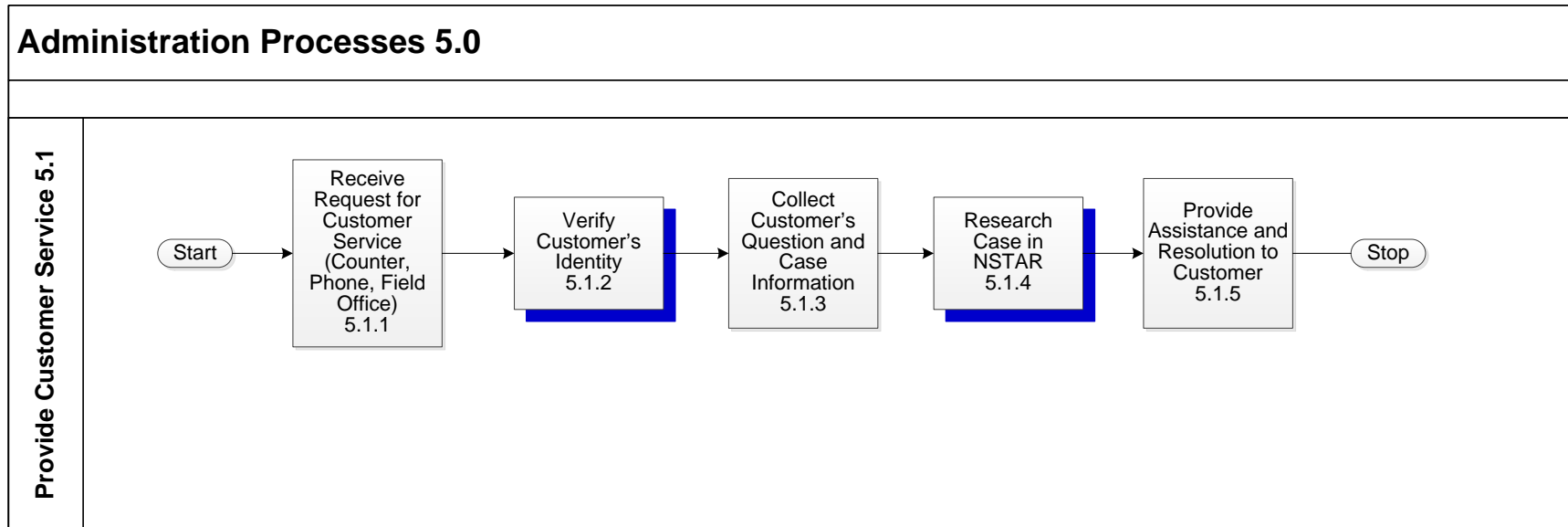


7.5.1 THE ADMINISTRATION PROCESSES SUMMARY

The Administration processes consist of five sub-processes:

- 5.1 Provide Customer Service
- 5.2 Resolve Complaints
- 5.3 Provide Program Outreach
- 5.4 Perform Internal Audits
- 5.5 Provide Child Support Training

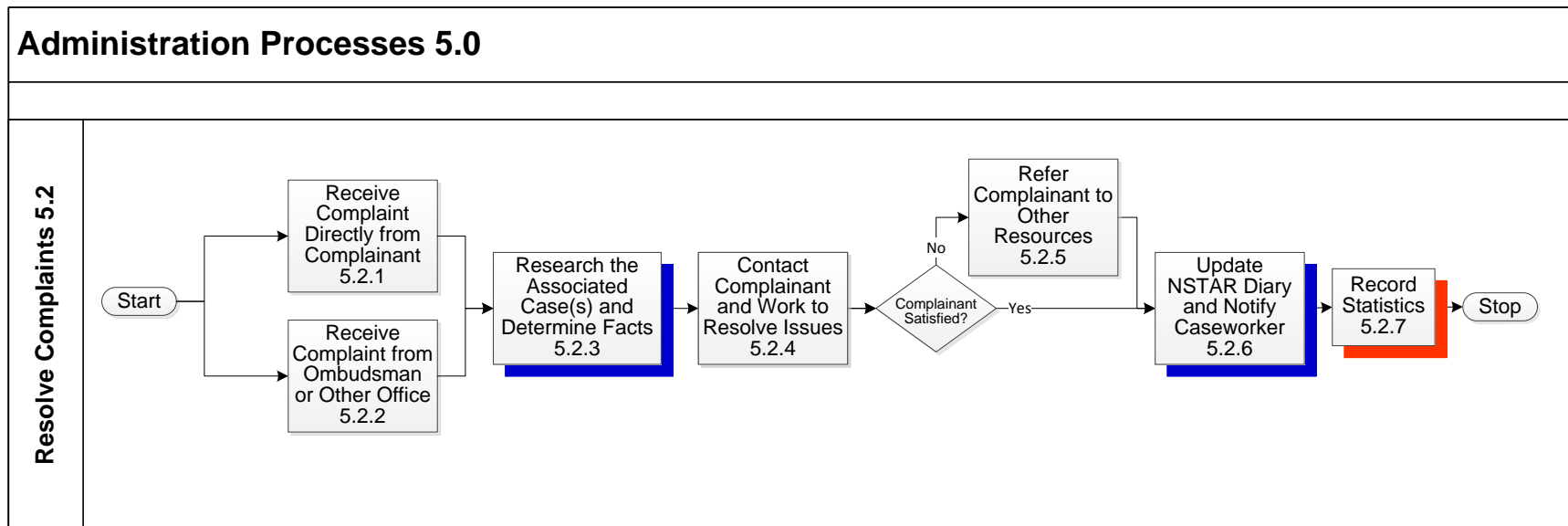
7.5.1.1 Process 5.1: Provide Customer Service



PROCESS NUMBER - NAME:		5.1—Provide Customer Service			
PROCESS OBJECTIVES:		Answer Customers Questions and Address Complaints			
PROCESS STEP		WHO	INPUT	ACTIVITIES	OUTPUTS
5.1	Provide Customer Service				
5.1.1	Receive Request for Customer Service (Counter, Phone, Field Office)	<ul style="list-style-type: none"> Customer Service staff 	<ul style="list-style-type: none"> Phone call Office visit 	<ul style="list-style-type: none"> Customer service staff receives request for customer service 	<ul style="list-style-type: none"> Request for service
5.1.2	Verify Customer's Identity	<ul style="list-style-type: none"> Customer Service staff 	<ul style="list-style-type: none"> Request for service 	<ul style="list-style-type: none"> Customer service staff verifies customer's identity 	<ul style="list-style-type: none"> Verified identity
5.1.3	Collect Customer's Question and Case Information	<ul style="list-style-type: none"> Customer Service staff 	<ul style="list-style-type: none"> Request for service 	<ul style="list-style-type: none"> Customer service staff collects question and case information from customer 	<ul style="list-style-type: none"> Question and case information

PROCESS NUMBER - NAME:		5.1—Provide Customer Service		
PROCESS OBJECTIVES:		Answer Customers Questions and Address Complaints		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
5.1.4 Research Case in NSTAR	• Customer Service staff	• Case information	• Customer service staff researches the case in NSTAR	• Case information
5.1.5 Provide Assistance and Resolution to Customer	• Customer Service staff	• Case information	• Customer service staff provides assistance and resolution to customer	• Resolution

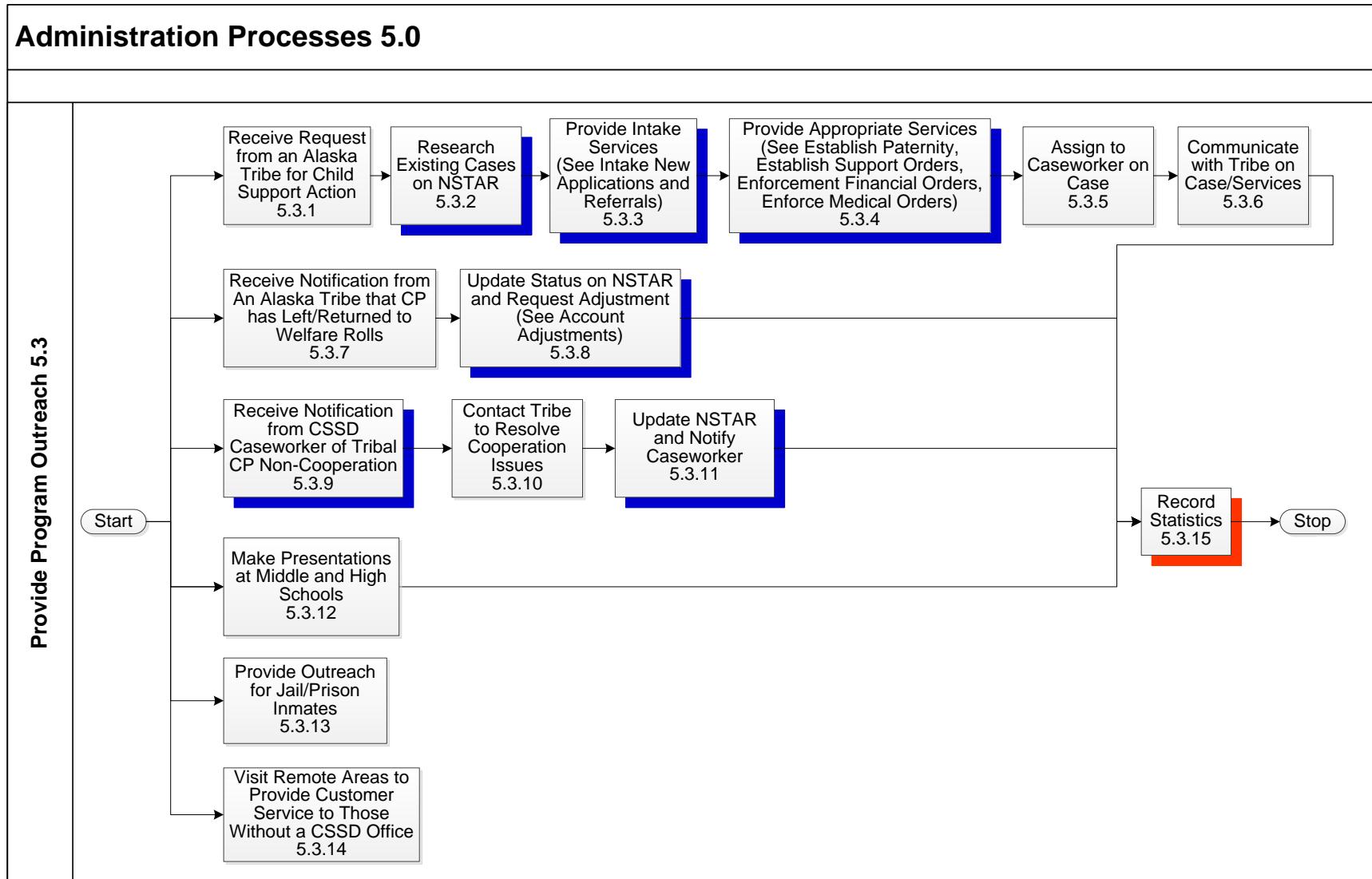
7.5.1.2 Process 5.2: Resolve Complaints



PROCESS NUMBER - NAME:		5.2—Resolve Complaints			
PROCESS OBJECTIVES:		Receive and Resolve Customer Complaints			
PROCESS STEP		WHO	INPUT	ACTIVITIES	OUTPUTS
5.2	Resolve Complaints				
5.2.1	Receive Complaint Directly from Complainant	<ul style="list-style-type: none"> • Complainant • Complaint Resolution staff 	<ul style="list-style-type: none"> • Complaint 	<ul style="list-style-type: none"> • Complainant contacts CSSD • Complainant passed to complaint resolution section 	<ul style="list-style-type: none"> • Complain with complaint resolution section
5.2.2	Receive Complaint from Ombudsman or Other Office	<ul style="list-style-type: none"> • Complainant • Ombudsman • Other office employee • Complaint Resolution staff 	<ul style="list-style-type: none"> • Complaint 	<ul style="list-style-type: none"> • Complainant contacts ombudsman or other office (e.g., Customer Service, Welfare office, etc.) • Original recipient listens to complaint from Complainant and documents if possible • Complainant passed to complaint resolution section 	<ul style="list-style-type: none"> • Complain with complaint resolution section
5.2.3	Research the Associated Case(s) and Determine Facts	<ul style="list-style-type: none"> • Complaint Resolution staff • Caseworker or Case-worker's Supervisor • Complainant • Other associated parties 	<ul style="list-style-type: none"> • Complaint • NSTAR case record • Caseworker or supervisor • Complainant • Other associated party 	<ul style="list-style-type: none"> • Listen to/review complaint • Review NSTAR case record for details • Discuss with caseworker or with caseworker's supervisor, as needed • Talk to complainant for more information, as needed • Talk to any other associated party for more information, as needed 	<ul style="list-style-type: none"> • Understanding of the circumstances of the complaint
5.2.4	Contact Complainant and Work to Resolve Issues	<ul style="list-style-type: none"> • Complaint Resolution staff • Complainant 	<ul style="list-style-type: none"> • Complaint • Other new information 	<ul style="list-style-type: none"> • Contact complainant and discuss issues • Determine options for resolution • Resolve issues with/for complainant, if at all possible 	<ul style="list-style-type: none"> • Complaint resolved or complainant otherwise satisfied, if possible

PROCESS NUMBER - NAME:		5.2—Resolve Complaints			
PROCESS OBJECTIVES:		Receive and Resolve Customer Complaints			
PROCESS STEP		WHO	INPUT	ACTIVITIES	OUTPUTS
5.2.5	If Complainant Is Not Satisfied, Refer Complainant to Other Resources	<ul style="list-style-type: none"> Complaint Resolution staff Complainant Other resources to resolve complaint 	<ul style="list-style-type: none"> Complaint Still dissatisfied complainant 	<ul style="list-style-type: none"> Refer complainant to other resources to resolve complaint or satisfy complainant Possible contact other resource to inform of referral, protecting complainant's privacy Discuss situation as far as possible, complainant's privacy 	<ul style="list-style-type: none"> Satisfied complainant, if possible
5.2.6	If Complainant Is Satisfied, Update NSTAR Diary and Notify Caseworker	<ul style="list-style-type: none"> Complaint Resolution staff 	<ul style="list-style-type: none"> All results of the complaint resolution process 	<ul style="list-style-type: none"> Update NSTAR case record as appropriate Notify appropriate parties of complaint resolution 	<ul style="list-style-type: none"> Updated NSTAR Notified parties
5.2.7	Record Statistics	<ul style="list-style-type: none"> Complaint Resolution staff 	<ul style="list-style-type: none"> All results of the complaint resolution process 	<ul style="list-style-type: none"> Record statistics on Excel® spreadsheet 	<ul style="list-style-type: none"> Updated monthly statistics tracking

7.5.1.3 Process 5.3: Provide Program Outreach



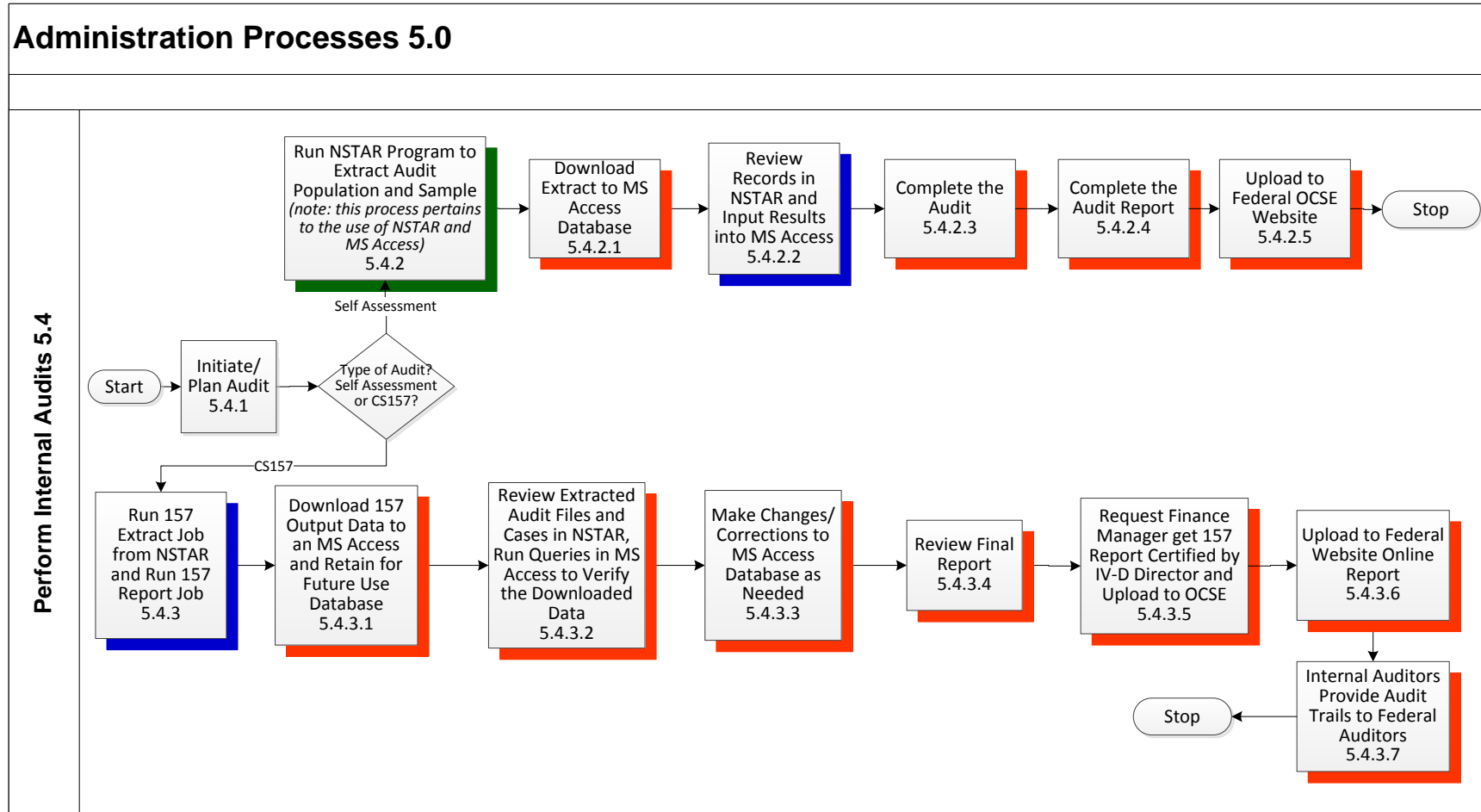
PROCESS NUMBER - NAME:		5.3—Provide Program Outreach			
PROCESS OBJECTIVES:		Act as Liaison between CSSD and Tribes, and Provide Community Outreach			
PROCESS STEP		WHO	INPUT	ACTIVITIES	OUTPUTS
5.3	Provide Program Outreach				
5.3.1	Receive Request from an Alaska Tribe for Child Support Action	<ul style="list-style-type: none">• Tribal Office• Outreach Specialist• Caseworker	<ul style="list-style-type: none">• Referral/request for services	<ul style="list-style-type: none">• Receive referral/request• Review referral/request	<ul style="list-style-type: none">• Referral/request for services
5.3.2	Research Existing Cases on NSTAR	<ul style="list-style-type: none">• Outreach Specialist• Caseworker	<ul style="list-style-type: none">• Referral/request for services	<ul style="list-style-type: none">• Look up case and members on NSTAR	
5.3.3	Provide Intake Services (See Intake New Applications and Referrals)	<ul style="list-style-type: none">• Outreach Specialist• Caseworker	<ul style="list-style-type: none">• Provide intake services	<ul style="list-style-type: none">• (See Intake New Application and Referrals)	<ul style="list-style-type: none">• Tribal case on NSTAR
5.3.4	Provide Appropriate Services (See Establish Paternity, Establish Support Orders, Enforcement Financial Orders, Enforce Medical Orders)	<ul style="list-style-type: none">• Outreach Specialist• Caseworker	<ul style="list-style-type: none">• Provide appropriate services	<ul style="list-style-type: none">• (See Establish Paternity, Establish Support Orders, Enforcement Financial Orders, Enforce Medical Orders)	<ul style="list-style-type: none">• Appropriate services provided
5.3.5	Assign to Caseworker on Case	<ul style="list-style-type: none">• Outreach Specialist• Caseworker	<ul style="list-style-type: none">• Tribal case on NSTAR	<ul style="list-style-type: none">• Assume duties as caseworker, whatever services are needed	<ul style="list-style-type: none">• Outreach specialist as caseworker
5.3.6	Communicate with Tribe on Case/Services	<ul style="list-style-type: none">• Tribal Office• Outreach Specialist• Caseworker	<ul style="list-style-type: none">• Questions/issues/paperwork from tribal office and/or CSSD	<ul style="list-style-type: none">• Respond to questions from tribal office on case• Ask questions of tribal office on case• Generate paperwork for tribal case• Respond to paperwork for tribal case	<ul style="list-style-type: none">• Updated case

PROCESS NUMBER - NAME:		5.3—Provide Program Outreach			
PROCESS OBJECTIVES:		Act as Liaison between CSSD and Tribes, and Provide Community Outreach			
PROCESS STEP		WHO	INPUT	ACTIVITIES	OUTPUTS
5.3.7	Receive Notification from An Alaska Tribe that CP has Left/Returned to Welfare Rolls	<ul style="list-style-type: none">• Tribal TANF (NTANF)• Caseworker	<ul style="list-style-type: none">• Notification of change in welfare status of tribal case	<ul style="list-style-type: none">• Review notification• Review case on NSTAR	<ul style="list-style-type: none">• Notification of change in welfare status
5.3.8	Update Status on NSTAR and Request Adjustment (See Account Adjustments)	<ul style="list-style-type: none">• Tribal TANF (NTANF)• Casworker	<ul style="list-style-type: none">• Notification of change in welfare status of tribal case	<ul style="list-style-type: none">• Enter adjustment request to reflect change of welfare status• Make accompanying diary entries	<ul style="list-style-type: none">• Updated NSTAR
5.3.9	Receive Notification from CSSD Caseworker of Tribal CP Non-Cooperation	<ul style="list-style-type: none">• Tribal TANF (NTANF)• Caseworker	<ul style="list-style-type: none">• Notification from CSSD Caseworker of tribal CP Non-Cooperation	<ul style="list-style-type: none">• Review case on NSTAR	<ul style="list-style-type: none">• Notification from CSSD Caseworker of tribal CP Non-Cooperation
5.3.10	Contact Tribe to Resolve Cooperation Issues	<ul style="list-style-type: none">• Tribal TANF (NTANF)• Caseworker	<ul style="list-style-type: none">• Notification from CSSD Caseworker of tribal CP Non-Cooperation	<ul style="list-style-type: none">• Contact tribal office• Explain situation and required actions• Request update on situation	<ul style="list-style-type: none">• Resolved non-cooperation issue
5.3.11	Update NSTAR and Notify Caseworker	<ul style="list-style-type: none">• Tribal TANF (NTANF)• Caseworker	<ul style="list-style-type: none">• Resolved non-cooperation issue	<ul style="list-style-type: none">• Update NSTAR with resolution details• Notify caseworker of changes	<ul style="list-style-type: none">• Updated NSTAR
5.3.12	Make Presentations at Middle and High Schools	<ul style="list-style-type: none">• Outreach Specialist• Caseworker	<ul style="list-style-type: none">• Request for presentation	<ul style="list-style-type: none">• Contact school and schedule presentation• Prepare for presentation• Travel to school and make presentation	<ul style="list-style-type: none">• Presentation made
5.3.13	Provide Outreach for Jail/Prison Inmates	<ul style="list-style-type: none">• Outreach Specialist• Caseworker	<ul style="list-style-type: none">• Notification or knowledge that visit to jail/prison is needed	<ul style="list-style-type: none">• Contact institution to schedule visit• Prepare for visit appropriately• Travel to institution• Present to/talk with inmate(s)• Assist with child support matters, as appropriate	<ul style="list-style-type: none">• Visit jail/prison inmates• Assist as appropriate

PROCESS NUMBER - NAME:		5.3—Provide Program Outreach			
PROCESS OBJECTIVES:		Act as Liaison between CSSD and Tribes, and Provide Community Outreach			
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS	
5.3.14 Visit remote areas to provide customer service to those without a CSSD office	<ul style="list-style-type: none"> • Outreach Specialist • Caseworker 	<ul style="list-style-type: none"> • Request to visit remote community(ies) 	<ul style="list-style-type: none"> • Schedule visit and plan travel • Travel to remote site(s) • Talk with customers and assist, as appropriate • Bring material/information back to CSSD 	<ul style="list-style-type: none"> • Customer service offered to remote customers 	
5.3.15 Record Statistics	<ul style="list-style-type: none"> • Outreach Specialist • Caseworker 	<ul style="list-style-type: none"> • (any of the above tasks) 	Record statistics on Excel® spreadsheet	<ul style="list-style-type: none"> • Updated monthly statistics tracking 	

7.5.1.4 Process 5.4: Perform Internal Audits

Internal Audits are conducted throughout the year and assist with the self-assessment of the CSSD processes. Internal Audits are also used for the CS157 reporting process to ensure accurate reporting and to validate the data and logic behind the CS157 report.



PROCESS NUMBER - NAME:		5.4–Perform Internal Audits		
PROCESS OBJECTIVES:		Provide Self-Assessment and Data Integrity Audits		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
5.4 Perform Internal Audits				
5.4.1 Initiate/ Plan Audit	• Internal Auditor	• Request	• Internal auditor initiates and plans the audit	• Audit
5.4.2 If Type of Audit is Self-Assessment, Run NSTAR Program to Extract Audit Population and Sample	• Programmer Analyst	• NSTAR case	• Programmer analyst runs NSTAR program to extract audit case population and sample (NSTAR and MS Access)	• Extract of audit population and sample
5.4.2.1 Download Extract to MS Access Database	• Programmer Analyst	• Extract of audit population and sample	• Programmer analyst downloads Extract to MS Access database	• Database with extract of audit population and sample
5.4.2.2 Review Records in NSTAR and Input Results into MS Access	• Internal Auditor	• Audit population and sample	• Internal auditor reviews the audit cases in NSTAR and inputs the results into MS Access	• Audit results
5.4.2.3 Complete the Audit	• Internal Auditor	• Information from reviewed audit cases	• Internal auditor completes the audit using MS Access	• Audit findings/results
5.4.2.4 Complete the Audit Report	• Internal Auditor	• Audit findings	• Internal auditor completes the audit report using the audit findings in MS Word	• Audit report
5.4.2.5 Upload to Federal OCSE Website	• Internal Auditor	• Report text	• Internal auditor uploads and stores report on Federal website	• Report
5.4.3 If Type of Audit is CS157, Run 157 Job from NSTAR and Run 157 Report Job	• Programmer Analyst	• NSTAR database	• Programmer analyst runs the 157 job and then runs the 157 report job	• Raw output data from NSTAR 157 report job
5.4.3.1 Download 157 Output Data to an MS Access Database and retain for future use	• Programmer Analyst	• Raw output data from NSTAR	• Programmer analyst downloads the raw output data (0157 Report line information) into MS Access	•
5.4.3.2 Review Extracted Audit Files and Cases in NSTAR, Run Queries in MS Access to Verify the Downloaded Data	• Internal Auditor	• Preliminary report	• Internal auditor reviews the extract audit files and cases in NSTAR and runs queries in MS Access to verify the downloaded data	• Audit findings/results

PROCESS NUMBER - NAME:		5.4–Perform Internal Audits		
PROCESS OBJECTIVES:		Provide Self-Assessment and Data Integrity Audits		
PROCESS STEP	WHO	INPUT	ACTIVITIES	OUTPUTS
5.4.3.3 Make Changes/ Corrections to MS Access Database as Needed	<ul style="list-style-type: none"> Internal Auditor 	<ul style="list-style-type: none"> Audit findings 	<ul style="list-style-type: none"> Internal auditor makes changes/corrections to the MS Access database as needed 	<ul style="list-style-type: none"> Changed/corrected NSTAR cases
5.4.3.4 Review Final Report	<ul style="list-style-type: none"> Programmer Analyst Internal Auditor 	<ul style="list-style-type: none"> Audit findings 	<ul style="list-style-type: none"> Internal auditor requests that the final report be run by the programmer analyst Review final report 	<ul style="list-style-type: none"> Final report
5.4.3.5 Request Financial Manager get 157 Report Certified by IV-D Director	<ul style="list-style-type: none"> Finance Manager 	<ul style="list-style-type: none"> Final report 	<ul style="list-style-type: none"> Financial manager gets the 157 report certified by the IV-D director 	<ul style="list-style-type: none"> Final 157 report
5.4.3.6 Upload 157 to Federal Website Online Report	<ul style="list-style-type: none"> Finance Manager 	<ul style="list-style-type: none"> Final report 	<ul style="list-style-type: none"> Upload the 157 to the Federal Website Online Report 	<ul style="list-style-type: none"> Uploaded 157
5.4.3.7 Internal Auditors Provide Audit Trails to Federal Auditors	<ul style="list-style-type: none"> Internal Auditor 	<ul style="list-style-type: none"> Audit trails and data definitions 	<ul style="list-style-type: none"> Mail or email audit trails to federal auditors 	<ul style="list-style-type: none"> Audit trails and data definitions

7.5.1.5 Process 5.5: Provide Child Support Training

CSSD provides training for new staff hired for an open position in one of the sections and for those staff who have been promoted from within CSSD. Training is provided in CSSD's Anchorage office training room, which is equipped with the necessary hardware/software for training. It typically takes from six to twelve weeks to complete the training curriculum focused on the Establishment and Enforcement areas.

CSSD's trainers tend to use the live production environment for training new staff because it often takes too long to set up the training environment that has been established for training. Instead, trainers identify cases in the live production environment that are applicable to the training topics, and allow the trainees to update the live case.

Throughout the training, the trainers administer assessments to gauge the trainees' retention of the training material and to ensure that trainees understand the material. These assessments are shared with the section supervisor and the trainee.

7.6 Reports

Reporting is important for compliance with Federal requirements including the OCSE 34A and 157 reports. Reporting is an equally important and necessary tool for day-to-day operations.

7.6.1 STANDARD REPORTS

There are approximately 560 standard reports generated from NSTAR. The majority of reports are daily, totaling about 270, including those run Monday through Friday, Sunday through Thursday, and every day. There are 62 weekly reports and 118 monthly reports, with some special scheduling requirements such as the first Friday of the month, 5th of the month, first Saturday, and so forth. There are 22 reports run quarterly. Other report frequencies include those run bi-annually, yearly, and at the end of the Federal fiscal year.

Reports are housed in the sysout (system out) archival and retrieval (SAR) library on the NSTAR mainframe. Reports to be printed are spooled and routed to two high capacity printers located at the CSSD office. Once printed, reports are distributed to users.

Confidential reports, such as those related to the IRS, are not printed. A limited number of users are granted the security rights to access confidential reports directly in SAR.

Most reports are retained for 365 days. Some reports, including financial reports, have longer retention period.

7.6.2 Ad Hoc Reports

Requests for additional reports or ad hoc reports are managed by the data processing group and require special programming. The requestor of a special/ad hoc report will specify how the report will be delivered to meet specific needs. These reports are often delivered as flat files or in Microsoft Excel.

7.6.3 REPORTING STATISTICAL INFORMATION

Some NSTAR batch processes have been programmed to generate statistical information for management reporting. Where no programming exists, staff members collect statistics using Microsoft Excel. Some of the statistical information is also processed through Microsoft Access.

8. Technical Environment

This section of the Business Process Analysis document contains a high-level description of the current state of CSSD's technical environment associated with NSTAR.

8.1 *Technical Environment Overview*

NSTAR is a 15-year-old mainframe application that was transferred and modified from the New England Child Support Enforcement System (NECSES). NECSES was developed in the mid-1980s and went into production in 1990. NSTAR is written in Common Business Oriented Language (COBOL) II and Natural and incorporates an Adaptable Data Base System (ADABAS) Database Management System (DBMS) on an IBM mainframe running OS390 and Customer Information Control System (CICS). The NSTAR mainframe is housed at the State Data Center in Juneau. Users access the NSTAR application using third-party 3270 emulation software.

The State's Enterprise Technical Services Group (ETS) operates the State Data Center. The CSSD System Programming and System Support Teams provide system maintenance and enhancements for the NSTAR application. NSTAR currently supports approximately 47,500 active cases and provides access for approximately 220 CSSD users, 400 non-CSSD users (primarily from other state agencies), and limited access to custodial and non-custodial parents.

The child support system that was in place prior to NSTAR is referred to as the legacy system. Some of the data in the legacy system could not be converted into NSTAR. The legacy system remains available so that this data may be accessed occasionally for research, primarily by the Audit and Adjustments section.

8.2 *Technical Environment Analysis Approach*

The Futaris/Informatix team conducted the analysis of the current technical environment using a multi-phased approach:

1. Review of documents regarding CSSD technical infrastructure
2. Conducting individual interviews with CSSD stakeholders, executives, management and staff
3. Using standards-based surveys to gather information to document the technical environment

Initial site visits with CSSD staff provided an introduction to and an understanding of the NSTAR system processes, procedures and system functionality. Meetings with key staff were conducted and high-level technical processes were documented and provided to CSSD staff for review and feedback. Business processes were reviewed and analyzed to gain an understanding of the functional needs that the current system supports.

Prior to additional site visits, OCSE certification requirements, Advance Planning Document, and Feasibility Study standards were reviewed, along with Alaska State standards, applicable industry standards, and feedback from the initial site visit. This information was used to create survey questionnaires. Surveys were provided to CSSD staff in preparation for the next site visit, then discussed and completed in person during in-depth meetings to document, validate and record critical information in order to complete the as-is technical documentation. Interviews were conducted with DOR-CSSD staff, including technical support staff to gain an overall understanding of the current environments and their vision, project objectives, and technical activities needed to enhance these environments going forward. The CSSD units that participated in the various work sessions are:

- Establish paternities for children

- System Support
- System Programming
- Federal Forms and Web Liaison

Aspects of the as-is technical environment analysis included the NSTAR application, associated support systems, network, and technology infrastructures. The NSTAR technical environment is complex in terms of the multiple sources of service demands, types of services delivered, and technology requirements to support those demands that require an extraordinary commitment of staff to administer. The successful delivery of services and support of the aging technologies are due to the extraordinary efforts of CSSD's dedicated staff.

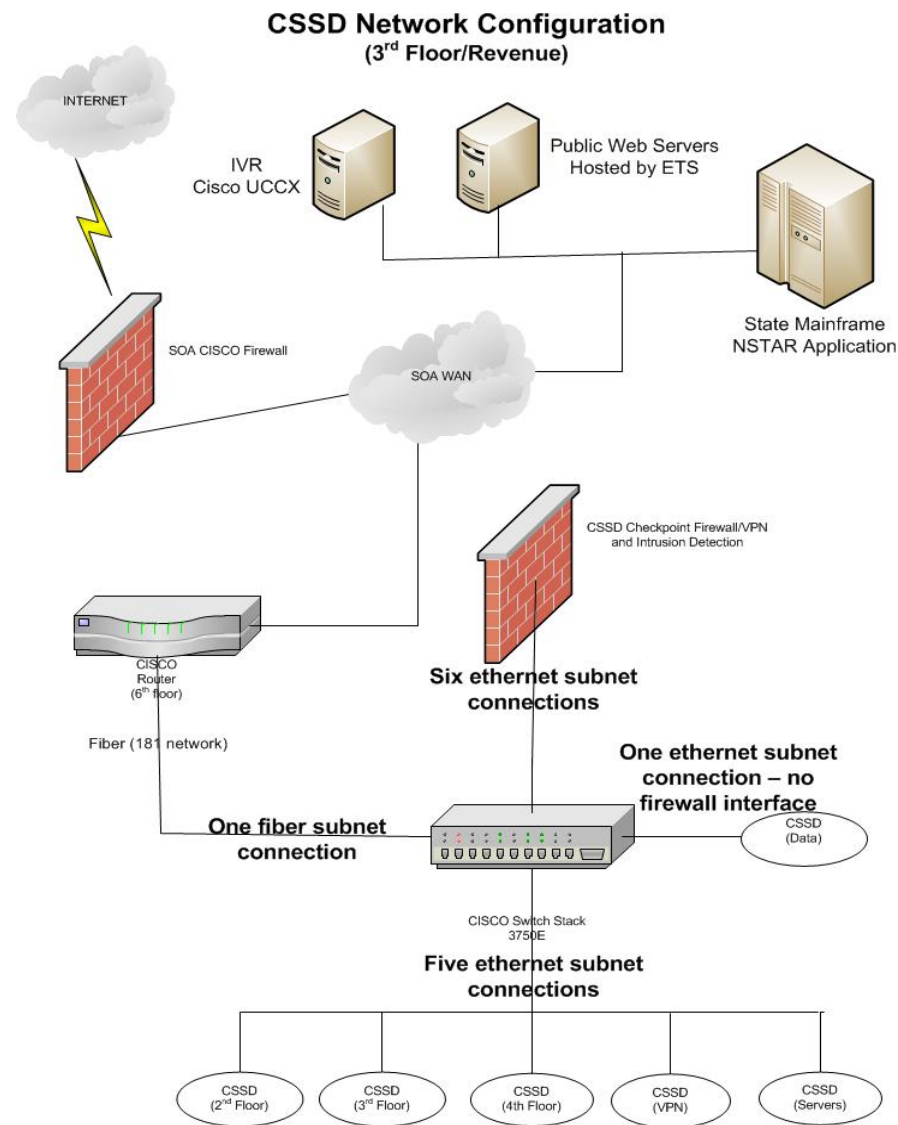
Information regarding the high-level as-is state of the following topics is provided in the remainder of the Technical Environment section of the Business Process Analysis document:

- Network Configuration
- Mainframe Environment
- Applications and Utility Servers
- Desktop Environment
- Security
- Data Backup/Storage
- Documentation/References
- Interfaces

8.3 CSSD Network Configuration

The NSTAR mainframe server resides on the state network infrastructure physically located in Juneau and is an Internet Protocol (IP) based Local Area Network (LAN) connected to the State of Alaska Wide Area Network (WAN). NSTAR system users access the mainframe via an IP-based LAN to the State WAN. CSSD's LAN is configured in a dual-star configuration for redundancy and security.

The following diagram, *CSSD Network Configuration*, illustrates the high-level network configuration supporting CSSD.



The network currently supports 274 workstations, 35 virtual servers, 4 NetApps, 2 CheckPoint Firewalls, and 32 printers in the existing CSSD network infrastructure. The application specific port assignments for the CSSD network are: 80 (HTTP), 443 (HTTPS), 8443 (Tomcat HTTPS), 2323 (Mainframe Emulations Software). The desktops provide access to all CSSD applications and resources both via web portal and network connectivity. All workstations are managed, deployed, configured, and maintained by CSSD technical staff. The majority of the desktops are similar in configuration and installation.

8.4 Mainframe Environment

As depicted in the upper right portion of the *CSSD Network Configuration* diagram, the mainframe NSTAR application, public web servers and Cisco IVR are physically located at the State Data Center in Juneau and supported by the ETS group. ETS provides mainframe support via a Service Level Agreement (SLA) for Mainframe Support Services. The Mainframe Support Services are available to customers with applications housed on the mainframe and require mainframe processing capabilities and printing services. The mainframe environment is general available 24 hours per day, 7 days per week, 365(366) days per year with the exception of regularly scheduled maintenance or network downtime. Standard maintenance windows are quarterly with four Initial Program Loads (IPLs).

The Development Computing Environment-Customer CICS region maintenance windows are Wednesdays 4:00AM to 6:00AM, or as otherwise scheduled with the specific agency. ETS provides 99.8% mainframe system availability within agreed service hours, as well as manage and monitor the IBM z/OS server 24 hours per day, 7 days per week, 365 (366) days of the year, and provide on-call or on-site support. ETS provides a Continuity of Operations Plan (COOP) to ensure continuity of critical operations. ETS can restore a customer at a hot site to the most recent Fast Dump Restore (FDR) backups from the previous weekend. Incremental backups are the customer's responsibility. ETS supports and maintains a wide range of security commitments, adhering to State Security Office (SSO) Standards and Policies.

Additional support provided by ETS includes:

- 24 x 7 computer operations
- Application security - maintain security environment consistent with federal and state regulations
- Hardware/software maintenance and licensing utilizing state contracts whenever possible
- Performance monitoring
- Sub-second response time
- Average batch job submission to execution in under five minutes
- Technical support
- Operating system and product installation/configuration
- Customer support and problem resolution
- IT consulting
- Automated job scheduling
- Mainframe server hosting

- CICS
- Disk Storage
- Tape Storage

The CSSD Team, located in Anchorage, manages the systems operations related to or integrated with NSTAR. They include:

- NSTAR System (ADABAS/Natural)
- NFIN (NSTAR Financial System, also ADABAS/Natural)
- CFI (Case File Imaging) (Used for imaging)
- SDU (State Disbursement Unit) (Used DISCFS for scanning and payment processing)
- Forms Generation (forms generation on HM02 screen on NSTAR)
- Report writing system for custom reports, must go through Programmer Analyst to create custom reports
- Automated Forms (a Microsoft Access program)

The mainframe system consists of five separate environments, they are:

- Production
 - Platform: IBM 2098-E10
 - Applications: NSTAR
 - Language: Natural and some COBOL
 - Database: ADABAS
 - Architecture: Batch and CICS
- Development and Unit Test
 - Platform: IBM 2098-E10
 - Applications: NSTAR
 - Language: Natural and some COBOL
 - Database: ADABAS
 - Architecture: Batch and CICS
- User Acceptance Test
 - Platform: IBM 2098-E10
 - Applications: NSTAR
 - Language: Natural and some COBOL
 - Database: ADABAS
 - Architecture: Batch and CICS
- Training

- Platform: IBM 2098-E10
- Applications: NSTAR
- Language: Natural and some COBOL
- Database: ADABAS
- Architecture: Batch and CICS

■ Failover

- Platform: SunGard site
- Applications: NSTAR
- Language: Natural and some COBOL
- Database: ADABAS
- Architecture: Batch and CICS

8.5 Applications and Utility Servers

There are multiple servers, both physical and virtual, associated and supporting the NSTAR system. The Public Web Servers are physically located at both the ETS support site in Juneau and in the CSSD facility in Anchorage. The majority of network servers and applications are maintained by CSSD staff, with additional support via Service Level Agreements with ETS.

8.5.1 ETS HOSTED WEB SERVERS

ETS hosts and maintains two web servers providing access to “MyAlaska,” a public-facing login for many State of Alaska web applications. The systems provide a secure interface to proxy to public facing web applications for citizens. When the web applications are used and authenticated by CSSD employees, they are able to access the web server from the Internet. The function of these web servers is to provide access to financial statements, last payment received and sent information (Kids Online), child support guideline calculator, and new hire reporting.

ETS maintains two identical web access servers, both a Production and a Test version. Configuration specifics for each are:

■ Production Web Server

- Ccssdapps.state.ak.us
 - Virtual Machine (VM), up to 64x2.8Ghz, 128GB Random Access Memory (RAM), 60 Gigabyte (GB) drive space, 1 Network Interface Controller (NIC)
 - Solaris 10, Tomcat 6, Java 6

■ Test Web Server

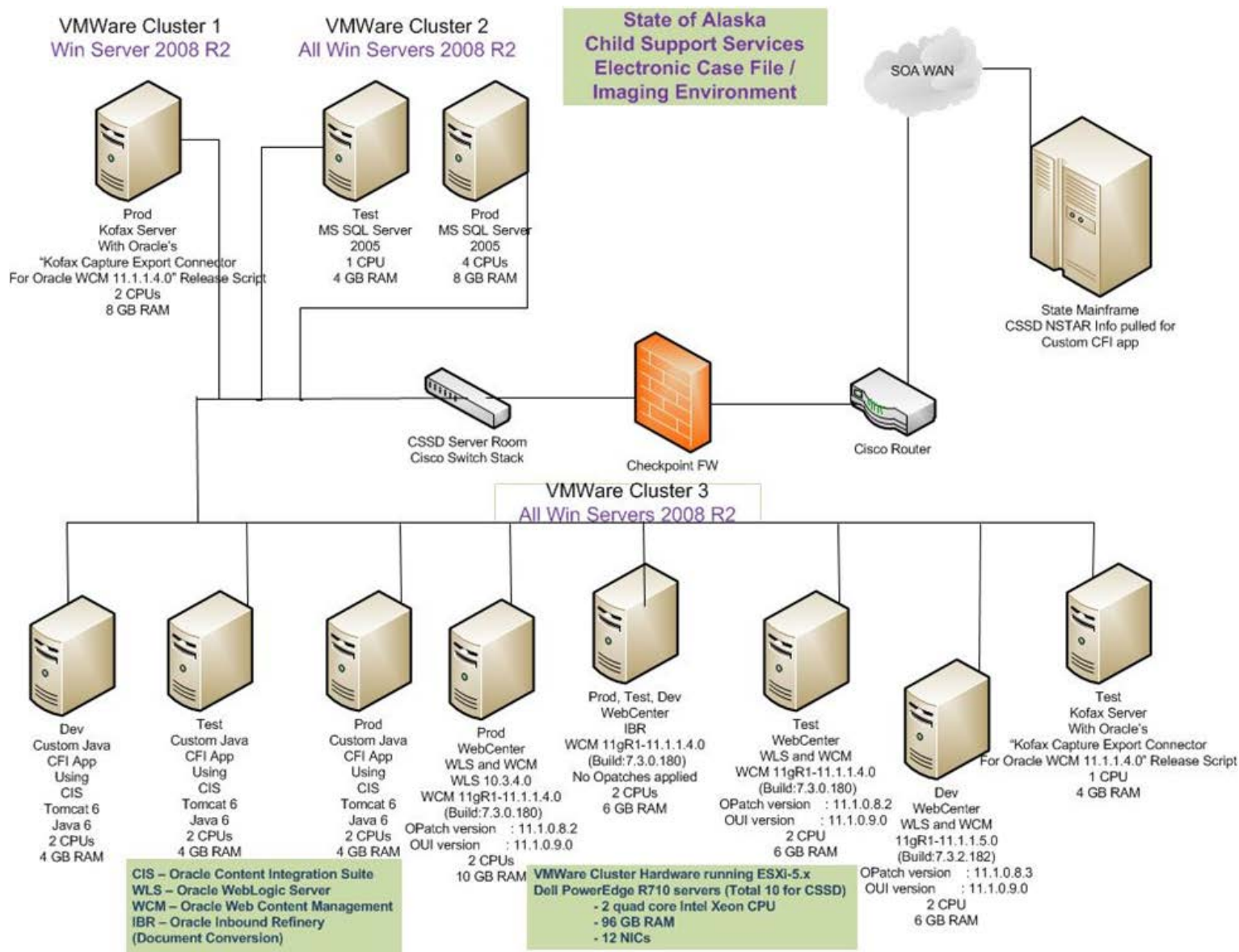
- Ccssdapps.state.ak.us
 - VM, up to 64x2.8Ghz, 128GB RAM, 60GB drive space, 1 NIC
 - Solaris 10, Tomcat 6, Java 6

8.5.2 CSSD HOSTED SERVERS

CSSD's System Programming and System Support Team manages user accounts, provides PC support, manages the local area network and servers, and performs routine support services such as backups. The current environment consists of 274 workstations, 35 virtual servers, 4 NetApps, 2 Checkpoint firewalls, and 32 printers. Efforts to migrate the existing network servers to Virtual Server environments using VM-Ware attached to the NetApp SAN system were completed as of March 7, 2014, although CSSD will always have two or three application servers that will be kept on physical servers.

The following diagram depicts the Alaska child support electronic case file / imaging system environment.

Electronic Case File/Imaging System Environment



The server environment associated with the electronic case file / imaging system includes:

■ Production Servers

- App07 Server – Production internal web and client server applications
 - Provides automated forms, customer service application, and outbound call requestor
 - VMware VM, 1 Central Processing Unit (CPU), 4GB RAM
 - Win 2008 R2, Tomcat 6, Java 6, C#, .Net, MS Office 2007
- App03 Server – Production Ikon DISCFS
 - Provides receipt imaging
 - VMware VM, 1 CPU, 4GB RAM
 - Win 2008 R2, DISCFS, ADE Recognition, AMP ACL (ICL Software)
- Prod FPLS SSP Proxy Server – Production FPLS State Services Portal
 - Provides the Federal Parent Locator Service (FPLS) State Services Portal (SSP); enables states and authorized individuals to conduct child support business and submit information to OCSE
 - VMware VM, 2 CPU, 4GB RAM
 - Win 2008 R2, Proxy Config
- Prod WLS/WCM – Web Center Content Management Server
 - Provides content management document storage
 - VMware VM, 2 CPU, 10GB RAM
 - Oracle Web Logic Server (WLS), Oracle Web Content Management (WCM)
- FTP Server – File transfers (File Transfer Protocol)
 - Transfers files between CSSD and mainframe, Key Bank and contract vendors
 - Dell PowerEdge 2950, 2 CPUs, 1GB RAM
 - Win 2003, Filezilla Server, CuteFTP Pro, WSFTP Pro
- Prod CFI-App Server – Production custom Java web
 - Application server providing Case File Information using CIS to provide case workers with web interface for case file applications
 - VMware VM, 2 CPUs, 4GB RAM
 - Oracle Content Integration Suite (CIS), Tomcat 6, Java 6
- Prod Kofax – Production Kofax Server
 - Provides Kofax Capture Export Connector for Oracle WCM
 - VMware VM, 2 CPUs, 8GB RAM
 - Kofax Capture Export Connector for Oracle WCM
- Prod IBR – Production IBR/WCM Server
 - Provides content management document conversion for on-screen display in generic format
 - Prod, Test, and Dev are on same machine, partitioned

- VMware VM, 2 CPUs, 6GB RAM

■ Test Servers

- App01tst Server – Test internal web and client server applications
 - Provides automated forms, customer service application, and outbound call requestor
 - VMware VM, 1 CPU, 4GB RAM
 - Win 2008 R2, Tomcat 6, Java 6, C#, .Net, MS Office 2007
- Test FPLS SSP Proxy Server - Test FPLS State Services Portal
 - Provides the Federal Parent Locator Service (FPLS) State Services Portal (SSP) and enables states and authorized individuals to conduct child support business and submit information to the Office of Child Support Enforcement (OCSE)
 - VMware VM, 2 CPUs, 4GB RAM
 - Win 2008 R2, Proxy Config
- Test Kofax – Test Kofax Server
 - Provides Kofax Capture Export Connector for Oracle WCM
 - VMware VM, 2 CPUs, 8GB RAM
 - Kofax Capture Export Connector for Oracle WCM
- Test CFI-App Server – Test custom Java web
 - Application server providing Case File Information using CIS to provide case workers with web interface for case file applications
 - VMware VM, 2 CPUs, 4GB RAM
 - Oracle Content Integration Suite (CIS), Tomcat 6, Java 6
- Test WLS/WCM – Web Center Content Management Server
 - Provides Content Management document storage
 - VMware VM, 2 CPU, 6GB RAM
 - Oracle Web Logic Server, Oracle Web Content Management

■ Development Servers

- App01Dev Server – Development internal web and client server applications
 - Provides automated forms, customer service application, and outbound call requestor
 - VMware VM, 1 CPU, 4GB RAM
 - Win 2008 R2, Tomcat 6, Java 6, C#, .Net, MS Office 2007
- Dev WLS/WCM – Development Web Center Content Management Server
 - Provides Content Management document storage
 - VMware VM, 2 CPU, 6GB RAM
 - Oracle Web Logic Server, Oracle Web Content Management
- Dev CFI-App Server – Development custom Java web
 - Application server providing Case File Information using CIS to provide case workers with web interface for case file applications

- VMware VM, 2 CPU, 4GB RAM
- Oracle Content Integration Suite (CIS), Tomcat 6, Java 6

Storage/Backup servers provide data storage of Electronic case file meta data, Kofax, Automated Forms, DISCFS, CSC, New Hire Reporting, Financial Statements, KIDS Online, and Crystal Reports databases.

■ Production Server

- MS SQL Prod – Production MS SQL Server(Structured Query Language)
 - VMware VM, 4 CPU, 8GB RAM
 - MS SQL Server 2005

■ Test Server

- MS SQL Test – Test MS SQL Server
 - VMware VM, 4 CPU, 8GB RAM
 - MS SQL Server 2005

■ Other Servers

- IVR Server provides last payment received and sent information when a client enters their member number.

8.6 Desktop Environment

There are currently 274 workstations in the CSSD network infrastructure. The desktops provide access to all CSSD applications and resources both via web portal and network connectivity. All workstations are managed, deployed, configured, and maintained by CSSD technical staff. The majority of the desktops are similar in configuration and installation.

CSSD Desktop Standards	
Hardware	Dell Optiplex 980 thru 9020, i5 dual core 3.2 GHZ and i7 quad core 3.0 GHZ thru 3.4 GHZ, i5 have 4 GB RAM, i7 have 8 GB RAM, Dual NICs, 250 GB thru 500 GB drive space.
Software	Win 7 64-bit, MS Office 2007 and 2010, MS Visio Pro, MS Project, Attachmate Extra, Adobe Acrobat and Reader, McAfee Antivirus/Spyware, McAfee HIPS, Ghost Agent, LANDesk Agent, Threadguard Secutor Magnus Agent. Systems employees have development tools like MS Visual Studio, JDeveloper, Eclipse, JIRA, MS SQL Server Management Studio.

Most CSSD workers have their own fax numbers (telephone numbers) in RightFax. RightFax is a networked fax application that allows faxes to be sent, received, and manipulated from the desktop. Copies of faxes managed through RightFax also go to the mailroom's CFI imaging system.

8.7 Security

CSSD coordinates security standards with State ETS to provide Active Directory policy for users and workstations that meet IRS requirements and Alaska State requirements, network perimeter testing on a quarterly basis, Disaster Recovery Site testing on an annual basis, Firewall and Intrusion Detection, and SSL connections between workstation and mainframe and web applications containing Federal Tax Information (FTI) and other sensitive data.

- Security software applications installed include: McAfee Antivirus/Spyware and HIPPS, Threadguard Secutor Prime, Threadguard Secutor Magnus, Checkpoint FW1/Virtual Private Network (VPN) and Intrusion Detection, Checkpoint Endpoint Security, Bitlocker
- Security policies are documented on the State of Alaska intranet

Backups to the State Data Center-hosted NSTAR mainframe are maintained and managed by ETS. For all CSSD managed systems, backups are performed using a combination of Netbackup, NetApp Snapshots, and backups to the mainframe. These are performed via the LAN, as well as over the State WAN as appropriate.

Netapp Snapshots are four times per day. Netbackups are nightly for incremental and weekly, monthly, quarterly and yearly for full backups. Mainframe backups occur several times throughout the nightly batch processing.

The FTP server stores all receipt data, receipt images, employer and case information for upload to DISCFS application, Credit Bureau data, New Hire Reporting data, and Medical Extract data. The NetApp SAN stores all Virtual Machines, electronic case file images, databases, receipt images, user home directories, and workstation ghost images.

ADABAS backups are handled by the ETS database group. Backup tapes are stored off site at Alaska Archives and Netbackup snapshots are mirrored to DOR Netapps in Juneau. Mainframe backup data is sent to the SunGard site.

8.8 Documentation/References

Standards are documented in DOR, Security Office, and OCSE policies. External systems that update NSTAR and download information from NSTAR include:

- Guideline Calc, a web-based guideline to calculate child support order amount (<https://webapp.state.ak.us/cssd/guidelinecalc.jsp>), integrated to HG2B NSTAR screen, and populates orders (available to Clients via Internet)
- Automated Audit Summary from MyAlaska (OFS-Online Financial Statements) (available to Clients via Internet)
- Automated Forms, an MS Access external program that updates/pulls information from NSTAR
- OCSE State Services Portal (SSP)

8.9 Interfaces

NSTAR exchanges information, both manually and automatically, to several other applications used by CSSD customers:

- IVR. Clients can retrieve last payment information by phone. It is a Cisco CCX system. It retrieves payment information from NSTAR using SoftwareAG EntireX.

- Call Requestor. This is used for creating and queuing messages for outbound calls. It uses a web application to create the message and the IVR for queuing and placing the call (JAVA/JavaScript/HTML/Crystal Reports).
- KidsOnline (An application that provides payment information, similar to IVR information but in web format, via the CSSD website) is hosted at ETS.
- MyAlaska (For Child Support Online Financial Statements and New Hire Reporting web applications). This is a secure, single sign-on system to multiple State of Alaska services including the Child Support Online Financial Statements and New Hire Reporting).
- Online Financial Statements. This is used by clients to retrieve their Child Support financial statements. It gives the same information as the 390 prints (JAVA/JavaScript/HTML). It retrieves NSTAR demographic and financial information using SoftwareAG EntireX.
- New Hire Reporting. This is used by employers with newly hired Alaskan employees to report the employee information to CSSD for possible WID purposes (JAVA/JavaScript/HTML). It retrieves employer information from the CSSD SQL database and DOL interface. FTP entered employer and employee information is sent to CSSD FTP server for upload to NSTAR.
- Employer and Employee information is extracted from NSTAR two or three times a week and sent via FTP to the DISCFS Receipting environment. An application (part of the DISCFS system) runs on a schedule to import the information into the DISCFS database.
- JP Morgan/Chase Bank (debit account information and EFT for Electronic Bill Payment).
- Other states with actions taken on cases (via CSENet).

CSSD has access to external systems for information gathering, including:

- CourtView (District Court System)
- Clerk and Recorder's system for lien (code) information
- Permanent Fund Dividends (PFD)
- EIS Public Assistance (welfare) system, for public assistance benefits or participant address, and employer information
- ACCURINT (used to find addresses)
- ACOMS (System for Department of Corrections)
- Federal Bureau of Labor Statistics
- Department of Commerce (commercial and professional licensing)
- Division of Motor Vehicles (DMV)
- Online White Pages
- Department of Labor, automated process to pull Employer information for New Hire Reporting
- Department of Fish and Game

- ORCA
- JOMIS (aka Report Manager)

The following table lists NSTAR processes that collect, process, and share data via interfaces. Interfaces are then depicted in the diagram that follows the table.

Manual/ Batch	Job	Frequency	Input Output Process I/O/P	Purpose
Batch	RCSB103P	Daily	P	Process UIB Receipts
Batch	RCSB104P	Mon-Fri	P	Process EFT Collections
Batch	RCSB105P	Daily	P	Process IVA Interface Input Transactions
Batch	RCSB106P	Mon-Fri	O	IKON Receipt Imaging Interface to NFIN
Batch	RCSB107P	Daily	P	Process the IVE input from OCS
Batch	RCSB108P	Daily	P	IVE Update case and member suspense adabas files
Batch	RCSB110P	Daily	P	Case Management Updates
Batch	RCSB135P	Daily	P	Process Interstate Input Transactions
Batch	RCSB145P	Daily	P	Process Interstate Output Transactions
Batch	RCSB150P	Daily	P	Process IVA Output Transactions
Batch	RCSB151P	Daily	I	Download (FTP) IVE OCS RETURN FILE
Batch	RCSB152P	Monthly	I	Download (FTP) IVE OCS COLLECTION FILE
Batch	RCSB155P	Daily	P	Daily File Tracking and Archive
Batch	RCSB180P	Daily	O	Transfer Outgoing EFT & Positive Pay Files to Banks
Batch	RCSB182P	Daily	I	Key Bank Check Reconciliation
Batch	RCSB184P	Wed/Sat/Mon	I	Download (FTP) Receipt Imaging Extract Files to LAN
Batch	RCSB185P	Daily	I	Key Bank File Retrieval
Batch	RCSB187P	Daily	P	Process the IVE input from OCS
Batch	RCSB195P	Thu/Sat	P	Process New Hire Transactions
Batch	RCSB213P	Monthly	O	Copy Disbursements File At End Of Month
Batch	RCSB214P	Monthly	P	Tribal TANF: End of Month Closures
Batch	RCSB219P	Monthly	I	Download (FTP) "Outstanding Offsets with Obligation Changes" File
Batch	RCSB245P	Monthly	P	Create Locate Files

Manual/ Batch	Job	Frequency	Input Output Process I/O/P	Purpose
Batch	RCSB255P	Monthly	P	Monthly Other State PFD Receipt Reports
Batch	RCSB256P	Quarterly	I	Quarterly Medical Cost Recovery Extract
Batch	RCSB257P	Monthly	I	Monthly FIDM (Financial Institution Data Match) File Extract
Batch	RCSB258P	Quarterly	I	FTP Medical Extract File
Batch	RCSB259P	Monthly	I	FTP Monthly FIDM (Financial Institution Data Match) File Extract
Batch	RCSB270P	Monthly	P	Monthly License Enforcement Eligibility Job
Batch	RCSB280P	Monthly	P	Department of Labor Submissions Tape Generate
Batch	RCSB281P	Monthly	P	Process Department of Labor Master Employer Update
Batch	RCSB284P	Weekly	O	FOP Send
Batch	RCSB285P	Weekly	P	IRS/FOP Process Rejects and create Submission Update
Batch	RCSB290P	Monthly	P	Credit Bureau Reporting Tape
Batch	RCSB297P	Monthly	P	Process IVE Cost of Care (Grants) input from OCS
Batch	RCSB510P	Weekly	P	Copy Incoming FCR Response Files
Batch	RCSB513P	Weekly	I	MSFIDM in
Batch	RCSB514P	Weekly	O	MSFIDM
Batch	RCSB515P	Weekly	P	Process Incoming FCR Responses
Batch	RCSB520P	Weekly	O	Generate Outgoing FCR Transactions
Batch	RCSB561P	Monthly	O	Tribal TANF: Household File Master File Update
Batch	RCSB563P	On Request	P	TT Closures
Batch	RCSB581P	Daily	P	Tribal TANF: Household File Update: OPENS
Batch	RCSB583P	Daily	P	Tribal TANF: Household File Update: CLOSURES
Batch	RCSB707P	On Request	I	Annual Fish WIDs
Batch	RCSB710P	Yearly	P	Annual Job Creates and Prints 1925A Forms
Batch	RCSB785P	Yearly	P	Set Federal Financial Year
Batch	RCSB860P	Work Days	P	Post Secondary-After ESPCSED creates file
Batch	RCSB900P	On Request	P	FOP Validation
Batch	RCSB907P	On Request	P	Process Commercial Fisheries Permit File

Manual/ Batch	Job	Frequency	Input Output Process I/O/P	Purpose
Batch	RCSB908P	Weekly	P	Process Department of Corrections Response
Batch	RCSB909P	Monthly	P	Process Department of Labor Employer Match
Batch	RCSB910P	Monthly	P	Process Department of Labor Unemployment Match
Batch	RCSB911P	Weekly	P	Process IRS File for Locate
Batch	RCSB912P	On Request	P	Process Commercial Fisheries Vessel File for Locate
Batch	RCSB914P	Weekly	P	Process FOP (IRS) Receipts
Batch	RCSB917P	On Request	P	Process PFD Receipts
Batch	RCSB925P	On Request	P	Create the CSED Extract Files for PFD
Batch	RCSB927P	On Request	P	Process PFD AutoMatch Records into Final Format for PFD Intercept
Batch	RCSB928P	On Request	P	Process PFD Matched Records and the CSED Case Info
Batch	RCSB940P	On Request	P	Outstanding Check Report Special Run
Batch	RCSB941P	On Request	I	State Employee New Hire (IRIS)
Batch	RCSB970P	On Request	P	TTANF Recon
Batch	RCSB971P	On Request	P	CIT TTANF Recon

