AMP Demonstration Scenario Requirements & Scoring Form

Vendor:	
Scorer:	
Date:	
Demo Points:	0
Max Points:	300

Category	Demo Points	Percentage Earned	Max Points
Financials	0	0.0%	150
Case Management	0	0.0%	90
Overview	0	0.0%	60

Scenario 1:

Custodial parent was overpaid $100.00 and owes the money back to the trust account since they already received the money in a previous payment. Simulate the next payment received by the non-custodial parent totaling $150.00. Apply the amount towards the overpayment and pay off the amount to the trust account. Then apply the rest to money owed on the case.

Current case balance:

  $400.00 owed to custodial parent – current monthly support is paid in full.

  $100.00 is owed to the trust account.

Ease of Use
Score:
Notes:

Workflow
Score:
Notes:

Accuracy
Score:
Notes:

Level of Automation
Score:
Notes:

Task Complete
Score:
Notes:

Scenario Score: Max Score: 18.75 Financials Weight: 6.25%

Scenario 2:

Demonstrate a scenario where the non-custodial parent owes current support of $50.00 on 3 different cases totaling $150.00 each month. Simulate a payment that comes in for $300.00 that needs to apply to pay current ($50.00 per case) first and then divide the remaining $50.00 at a proration based on DRA guidelines. See past due balances and who they belong to below.

Case 1 financials:

  Current support due = $50.00 ($25.00/kid)

  Past due balance of $75.00 due to custodial parent

Case 2 financials:

  Current support due = $50.00 ($25.00/kid)

  Past due balance of $200.00 due to Permanent trust account

Case 3 financials:

  Current support due = $50.00 ($25.00/kid)

  Past due balance of $50.00 due to custodial parent

Ease of Use
Score:
Notes:

Workflow
Score:
Notes:

Accuracy
Score:
Notes:

Level of Automation
Score:
Notes:

Task Complete

Score:
Notes:

Scenario Score: Max Score: 18.75 Financials Weight: 6.25%

Scenario 3:

The non-custodial parent has two children, one with the custodial parent and the other with a relative on welfare. Demonstrate when a payment comes in from the non-custodial parent for $50.00. The monthly support obligation due totals $100.00 ($50.00 per child). This payment will apply $25.00 to child 1, $25.00 to child 2. When the payment distributes to the entities, one $25.00 payment will go to the welfare account with an indication for relative, the other $25.00 payment will go to the custodial parent. Child 2 has a monthly grant of $200.00 (URA) per the Division of Public Assistance. Show the resulting financial change on each case.

Ease of Use
Score:
Notes:

Workflow
Score:
Notes:

Accuracy
Score:
Notes:

Level of Automation
Score:
Notes:

Task Complete
Score:
Notes:

Scenario Score: Max Score: 18.75 Financials Weight: 6.25%

Scenario 4:

Demonstrate applying a medical credit applied to a case with the following scenario. The non-custodial parent has been approved for a medical credit and has been providing medical insurance which costs $100 per month since September 2022 through the current date of December 2022. The non-custodial parent will get a credit for 50% equaling $50.00 to be set on the case. Current support due each month is $200.00 and with this new credit the monthly obligation will now be $150.00. Include the interest calculation with Alaska's 6% annual interest. No payments have been received since September 2022. Show the details of the financial change.

Calculating Interest: Before the credit, they owed $200.00 for current support. To calculate interest: $200*.005 = $1.00 interest on $200.00. With the new amount owed being $150.00, the new interest owed is $0.75 for the month (150*.005 = $0.75). Some form of interest credit or subtraction needs to show for that $0.25 (divided evenly between the two children when past due matches) per month for 10/2022 and 11/2022 interest charge.

Ease of Use
Score:
Notes:

Workflow
Score:
Notes:

Accuracy
Score:
Notes:

Level of Automation
Score:
Notes:

Task Complete
Score:
Notes:

Scenario 5:

Show a case with 2 children with an Alaska Administrative Child Support Order with the monthly support obligation (MSO) of $292.00. The MSO is based off part-time minimum wage ($10.34 x 1040 hours). The non-custodial parent is now working full-time ($10.34 x 2080 hours) and interface has received information on their quarterly wages which would result in a higher monthly support obligation. The higher income should raise the MSO for 2 children to $489.00. Demonstrate an electronic modification review process that monitors case parties' income that can calculate/detect a 15% change or more in the monthly support obligation then will generate and send out notices to case parties they are eligible for a child support order modification. Show how this will be logged in the case record.

Ease of Use
Score:
Notes:

Workflow
Score:
Notes:

Accuracy
Score:
Notes:

Level of Automation
Score:
Notes:

Task Complete
Score:
Notes:

Scenario Score: Max Score: 18.75 Financials Weight: 6.25%

Scenario 6:

Demonstrate applying a medical credit applied to a case with the following scenario. The custodial parent is providing medical insurance and has been approved for a medical credit from 9/2022 until the current date in 12/2022. The monthly support obligation is $200.00. The medical credit owed to the custodial parent is an additional $100.00 per month. Interest will also be increased due to the medical insurance based on Alaska's 6% annual interest. No payments have been made since 9/2022. Please demonstrate how the system would show interest charged per month.

Ease of Use
Score:
Notes:

Workflow
Score:
Notes:

Accuracy
Score:
Notes:

Level of Automation
Score:
Notes:

Task Complete
Score:
Notes:

Scenario Score: Max Score: 18.75 Financials Weight: 6.25%

Scenario 7:

The current date is in 12/2022, the monthly support obligation on the case with two dependents is $100 and $100 was being paid each month. There are $300 in past due arrears and interest is charging at 6% annually. A new court order was received decreasing child support from $100.00 to $50.00 effective 09/22 forward. Demonstrate how the payments will be adjusted for past due arrears owed on the case once support obligation is decreased.

Ease of Use
Score:
Notes:

Workflow
Score:
Notes:

Accuracy
Score:
Notes:

Level of Automation
Score:
Notes:

Task Complete
Score:
Notes:

Scenario Score: Max Score: 18.75 Financials Weight: 6.25%

Scenario 8:

Demonstrate a payment of $2,000.00 received to pay down arrears owed across multiple debt types including custodial parent, welfare, spousal support, and fees. Current support due is $100.00 for the month.

Current financials on the case:
  Owed to custodial parent for kids: $500.00 ($250.00 per child)
  Owed to custodial parent for spousal support: $500.00
  Owed to welfare: $2000.00
  Owed to fees: $200.00

Ease of Use
Score:
Notes:

Workflow
Score:
Notes:

Accuracy
Score:
Notes:

Level of Automation
Score:
Notes:

Task Complete
Score:
Notes:

Scenario Score: Max Score: 18.75 Financials Weight: 6.25%

Scenario 9:

Demonstrate the process of receiving new interface information received showing a custodial parent and three children are on Temporary Assistance for Needy Families (TANF). There is an existing case with the custodial parent and two of the children with an administrative support order. One of the children on the interface is not on the case or a member in the system at all. Show the process of issuing notices to the case parties. Demonstrate the data match with the existing members match and the workflow of adding the new child on the case. Demonstrate the workflow and calculation for an add-a-kid order modification where there are two children on the previous order and a third needs to be added. Income information from the non-custodial parent is collected:

Gross Income
  Wages subject to FICA is $31,200.00.
  Alaska Permanent Fund Dividend $3,284.00

Non-taxable gross income
  Non-Taxable Dividends of $3,500.00

Adjusted Annual Income $32,971.72

Ease of Use
Score:
Notes:

Workflow
Score:
Notes:

Accuracy
Score:
Notes:

Level of Automation
Score:
Notes:

Task Complete
Score:
Notes:

Scenario Score: Max Score: 12.86 Case Management Weight: 4.29%

Scenario 10:

Demonstrate a direct pay credit request from a case party including how the case parties can send information in, how the caseworker will be notified of the new request, how the case is updated, sending notice to non-requesting party, setting a reminder for caseworker to make decision on request, sending notice to both case parties on decisions, entering adjustment request, and include timeline of process client side to see status of request.

Ease of Use
Score:
Notes:

Workflow
Score:
Notes:

Level of Automation
Score:
Notes:

Client Timeline Detail & Readability
Score:
Notes:

Task Complete
Score:
Notes:

Scenario Score: Max Score: 12.86 Case Management Weight: 4.29%

Scenario 11:

Demonstrate a case where Alaska is responding enforcement for another jurisdiction. The other jurisdiction has the child support case closed, however there is debt for Alaska. Show how an interstate referral can be closed on a case and where prior interstate referrals can be seen. Show an adjustment to remove the debt owed to the other jurisdiction. Demonstrate notifying the case parties after the adjustment is complete.

Ease of Use
Score:
Notes:

Workflow
Score:
Notes:

Level of Automation
Score:
Notes:

CSENet Interface
Score:
Notes:

Task Complete
Score:
Notes:

Scenario Score: Max Score: 12.86 Case Management Weight: 4.29%

Scenario 12:

Issue a notification to the case parties, demonstrate form options, form preview, and form generation. Review previous forms issued on this case and reprint functionality. Then simulate receiving response from party and associating the response.

Ease of Use
Score:
Notes:

Workflow
Score:
Notes:

Level of Automation
Score:
Notes:

Ability to Handle Variations in the Child Support Scenario
Score:
Notes:

Task Complete
Score:
Notes:

Scenario Score: Max Score: 12.86 Case Management Weight: 4.29%

Scenario 13:

Show a member who does not have a valid address on file and demonstrate the automated locate actions by the solution to find, confirm, and update the member's address. As a case member, electronically update their mailing address with child support. Log in as a caseworker again to demonstrate the process and changes in the solution including how the member is no longer in the active locate process.

Ease of Use
Score:
Notes:

Workflow
Score:
Notes:

Level of Automation
Score:
Notes:

Public Portal Functionality
Score:
Notes:

Task Complete
Score:
Notes:

Scenario Score: Max Score: 12.86 Case Management Weight: 4.28%

Scenario 14:

Demonstrate issuing a request for information to case members using methods other than form generation.

Ease of Use
Score:
Notes:

Workflow
Score:
Notes:

Level of Automation
Score:
Notes:

Innovative Communication Options
Score:
Notes:

Task Complete
Score:
Notes:

Scenario Score: Max Score: 12.85 Case Management Weight: 4.28%

Scenario 15:

Log in to the application and generate a list of members that live within a certain city and are associated to an open case. Then change the list to members who are only noncustodial parents and live in a different city. Then modify the city name to include only a partial name and wildcard.

Ease of Use
Score:
Notes:

Workflow
Score:
Notes:

Flexible Search Options
Score:
Notes:

Report Aesthetic
Score:
Notes:

Task Complete
Score:
Notes:

Scenario Score: Max Score: 12.85 Case Management Weight: 4.28%

Overview:

Innovative Functionality
Score:
Notes:

Aesthetic
Score:
Notes:

Uniform Navigation & Functionality
Score:
Notes:

Minimal Changes to Meet Child Support Business Needs
Score:
Notes:

Overall Impression
Score:
Notes:

Overview Score: Max Score: 60