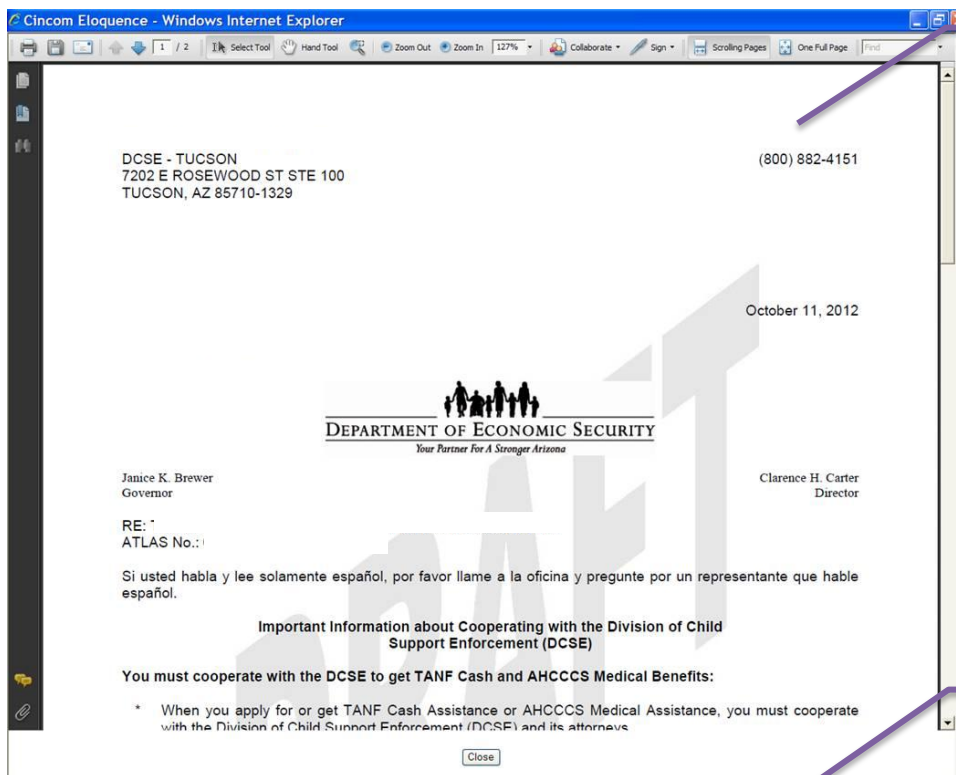


# Automated TANF Sanctions: Reporting Non-Cooperation

## CASEWORKER PROCESS

Follow this new workflow to initiate the report of non-cooperation to the Family Assistance Administration (FAA). Non-cooperation now automatically reports to FAA through a system interface when a date of non-cooperation is entered into ATLAS. This new automated sanctions process applies to both CAI cases and NAI medical cases. It will be adopted for all offices including county partners.

### Phase I - Sending the 14-day Letter Using the Eloquence System



**Step 1:**  
Generate the 14-Day Letter to the customer.

**Step 2:**  
Through a system interface with ATLAS, generation of the 14-Day letter is documented in ATLAS by CAAL D0882.

Action	Date	Code	Description
-	09/14/12	D0882	NON-COOP LETTER - 14 DAY NOTICE

The work-list item P0200 – CHECK FOR RESPONSE TO 14-DAY NOTICE is created on the USWT screen.

**P0200 CHECK FOR RESPONSE TO 14-DAY NOTICE**

### Phase II - The ATLAS System: Informing FAA that the CP has Not Cooperated

```

Case 0000005026-00 displayed successfully
V4FEAA01      *** ATLAS II: ARIZONA IV-D PROGRAM ***
Sep 14,12      NON COOPERATION GOOD CAUSE
*Action (D,M):      M
Case: 0000005026 00
Case: 0000005026 00 Cnty: 19 Offic: 001 Team: AAA Wrkr: NHX
CP Name: CORNELIUS, SONIA      File:      Func: IN
NCP Name: RITTENHOUSE, JEFF    Pgm: CAI      NDI:
*****
14 Day Letter Send Date: 09/14/2012
Non-Coop:      Compliance.:
Reason For Non-Cooperation:      Reason Code:
-----
Response *****
Good Cause:
Good Cause Begin:
Good Cause End :
-----
( NCGC )
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
Help Retrtn Quit OPUS Prev      Bkwrld Frwrld      Main

```

**Step 3:** Navigate to non-cooperation good cause (NCGC) screen. Set **Action** to 'M'odify

**14-Day Letter Send Date:** Auto-populates when letter is printed and CAAL D0882 is entered from Eloquence. **If no date is present, no sanction may be placed.**

**Step 4:** To signal FAA to begin a sanction, enter a date in the **Non-Coop** field **no earlier than 14 (+1) Calendar days after the 14 Day Letter Send Date (MM/DD/YYYY)**...

**Step 5:** ... enter the appropriate reason for non-cooperation code in the **Reason Code** field (Press **<F1>** to get a listing of the codes)...

```

*****
2012
Compliance.:
Reason Code: n01
-----
Response *****

```

```

*****
14 Day Letter Send Date: 09/14/2012
Non-Coop: 09/30/2012
Additional Information - Non-Cooperation:
CP DID NOT REPORT TO PAT WRKSHOP 9/13/2012_
-----
***** Response

```

**Step 6:** ...Enter the details for non-cooperation in the **Additional Information – Non-Cooperation** text field. Make sure to be specific about what the CP needs to do or provide in order to come into compliance. **Press <Enter>**

```

Case 0000005026-00 modified successfully
V4FEA01      *** ATLAS II: ARIZONA IV-D PROGRAM ***      K16D NDI
Sep 30.12      NON COOPERATION GOOD CAUSE      10:09 AM

```

**Case is now modified. An automatic email will transmit date of non-cooperation to FAA in order to initiate sanction.**

```

V4FCAE01      *** ATLAS II: ARIZONA IV-D PROGRAM ***      K16D NDI
Sep 30.12      CASE ACTIVITY LIST      1 more >
Case: 0000005026 00 Cnty: 19 Offic: 001 Team: AAA Wrkr: NHX Ay: NDI:
CP Name: CORNELIUS, SONIA      File:      Func: IN
NCP Name: RITTENHOUSE, JEFF      Stat: OPN Pgm: CAI
*****
***** Activity *****
Action      Date      Code      Description
-      09/14/12  D0882     NON-COOP LETTER - 14 DAY NOTICE
-      09/30/12  M2410     CP NON-COOP BEGAN
*** End of Data ***

```

**Step 7:** Verify CAAL Code M 2410 – CP NON-COOP BEGAN

```

Case: 0000005026 00 Date: 09/01/2012 Activity: _ View Notices: C (A/N/C)
Direct Command: ----- ( CAAL )
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
Help Retrn Quit OPUS Prev Add Bkwrd Frwrd Print Left Right Main

```

**Once sanction has been initiated, it will continue to progress per progressive sanction rules.**

### Phase III - When the Custodial Person (CP) Complies after Sanction is in Place

Once the CP has complied, remove the sanction in order to stop it from progressing.

```

*****
14 Day Letter Send Date: 09/14/2012
Non-Coop: 09/30/2012 Compliance.: 10/03/2012
Reason For Non-Cooperation: Reason Code: n01
CP DID NOT REPORT TO PAT WRKSHOP 9/13/2012
-----
Response *****

```

**Step 1:** Navigate to NCGC. Enter the date of cooperation in the Compliance field (MM/DD/YYYY)

```

*****
14 Day Letter Send Date: 09/14/2012
Non-Coop: 09/30/2012 Compliance.: 10/03/2012
Reason For Non-Cooperation: Reason Code: n01
CP DID NOT REPORT TO PAT WRKSHOP 9/13/2012
-----
***** Response *****
Sanction.: ----- Good Cause
Reinstated: ----- Good Cause
Additional Information (Compliance): Good Cause
CP ATTENDED WKSHP ON 10/2/2012
-----

```

**Step 2:** Enter the details of cooperation in the Additional Information (Compliance) field. (This field is not mandatory.) Press <Enter>

**Step 3:** If the CP has other open cases, a pop-up window will remind you that the sanction will be cleared for those cases as well. Be sure to review all suffixes before reporting compliance. Enter 'Y' to proceed **ONLY** if the other cases have been reviewed and determined to be in compliance.

```

+-----+
Case being Updated 0000001792-00
Review CP's other Cases
0000001792-01
0000001792-02
-----
Enter a 'Y' to proceed: N

```

Since the AZTECS system does not recognize suffixes, removing a sanction for one suffix will trigger the removal for all DCSE sanctions on the ATLAS case. Therefore, it is extremely important to verify the CP is in compliance on all suffixes before transmitting the compliance date to FAA.

```
Confirmation: Compliance was Updated
```

Confirmation message that compliance has been updated for this case

```
V4FCAE01          **** ATLAS II: ARIZONA IV-D PROGRAM ****          K16D NDI
09/01/12          CASE ACTIVITY LIST                               1 more >
Team: AAA Wrkr: NHX  Ay:          NDI:
File:          Func: IN
Stat: OPN Pgm: CAI
*****
***** Activity *****
Action   Date   Code   Description
-       09/14/12 D0882   NON-COOP LETTER - 14 DAY NOTICE
-       09/30/12 M2410   CP NON-COOP BEGAN
-       10/03/12 M2412   CP IS NO LONGER NON-COOP
          **** End of Data ****

Case: 0000005026 00  Date: 09/01/2012  Activity: _  View Notices: C (A/N/C)
Direct Command: ----- ( CAAL )
```

**Step 4:** Navigate to CAAL and verify code M2412 – CP IS NO LONGER NON-COOP has been generated.

### Phase IV: Pre-Compliance

ATLAS will alert you to sanctions that may be in place on the CP's other cases when indicating a CP's pre-compliance on the AZTECS Pre Compliance Detail (AZCD) screen.

```
Confirmation: AZTECS Pre Compliance ADDED SUCCESSFULLY
V4FUAY01      **** ATLAS II: ARIZONA IV-D PROGRAM ****      K38A NDI
Oct 25,12      AZTECS PRE COMPLIANCE DETAIL                  9:07 AM
*Action (A,B,D,M):
AZ
CP/PI Last Name:      -----GAGE
Date of Pre Compliance: 10/25/2012      Completed: Y (Y) Yes or (N) No
County/Office:        13004
Date Entered:         10/25/2012
OPID:                 NDI
```

When indicating that the CP has pre-complied...

```
AZTECs Case being Updated 00043510
Review CP's ATLAS Cases
for existing sanction
0000005006-00
0000005006-01
Enter 'Y' to proceed with update.
Enter a 'N' to exit: _
```

... a pop-up window alerts you to other cases that may have sanctions in place.

Enter 'N' to go back and review the other cases. Enter 'Y' to proceed with reporting pre-compliance ONLY if the other cases have been reviewed and determined to be unsanctioned.

Since the AZTECS system does not recognize suffixes, removing a sanction for one suffix will trigger the removal for all DCSE sanctions on the ATLAS case. Therefore, it is extremely important to verify the CP is in compliance on all suffixes before transmitting the compliance date to FAA.

## Verifying a Sanction or the Lifting of a Sanction in the AZTECS System

A caseworker may need to verify that a sanction has been placed or verify that a sanction has stopped due to compliance. Confirmation is obtained from the Program and Person Alerts/Disqualifications (PRAP) screen. Follow these steps to verify a sanction or the lifting of a sanction in the AZTECS system.

**Step 1:** Log in to the AZTECS System and navigate to the Inquiry Menu (INME)

**Step 2:** Enter the case number, the program type and the benefit month.

**Step 3:** Navigate to the PRAP screen.

```

INME                                INQUIRY MENU                                110512 14:34
11. BUDGET INQUIRY
12. APSR - AP SELECT/REQUEST
13. TMA DETERMINATION INQUIRY
14. HEALTH INSURANCE COVERAGE
4. ISSUANCE HISTORY
5. BENEFIT HISTORY
6. NOTICE HISTORY SUMMARY
7. ACTION HISTORY
8. OVERPAYMENT/CLAIM HISTORY
9. INTERFACE INQUIRY
10. AHCCCS TRANSACTION HISTORY
19. NOT AVAILABLE
20. NOT AVAILABLE

ENTER          FUNCTION (BY NUMBER):
CASE NUMBER(FOR 2-8,11-14,16,18,19): 0000001
PROGRAM TYPE   (FOR 4,5,8,11,18):    AF
BUDGETING METHOD (FOR 3 ONLY):       P
BENEFIT MONTH (FOR 11 - 14):       1112

NEXT--> prap
    
```

**Step 4:** At the PRAP screen, enter a 'Y' to display a list of the sanctions on the appropriate case and press <Enter>.

```

PRAP                                PROGRAM AND PERSON ALERTS/DISQUALIFICATIONS  110512 14:31
CASE NAME:  DOE, JANE                CASE NUMBER:  0000001
PROGRAM    ALERT TYPE                PROGRAM    ALERT TYPE
PROGRAM ALERTS: AF
              MA
CLIENT      ALERT TYPE              SANC NBR   DISA WKSN
              TYPE                  AF / FS / MA  AF / FS / MA
01  JANE    L                            03 / / /   * / / /
02  JOHN    M                            / / /     / / /
03  JOHN    M                            / / /     / / /
04  PAUL    M                            / / /     / / /

MORE CLIENTS:                                NEXT-->
    
```

```
DISA                               DISQUALIFICATIONS/SANCTIONS - PAGE 1      110512 14:31
CASE NAME: DOE, JANE                CASE NUMBER: 0000001
CLIENT DOE, JANE                    CLIENT ID: 0000001234
PROGRAM TYPE: AF
----- SANCTIONS -----
NBR  RSN  SUB  BEGIN  END      NBR  RSN  SUB  BEGIN  END
   CODE RSN                                CODE RSN
01   CS           0406
02   CS           0506
03   CS           0606
```

The DISA screen(s) will display when sanctions begin and end. Look for the 'CS' reason code to indicate that the sanction was due to child support non-cooperation.

CONTINUE NEXT SCREEN: Y

## Notes and Reminders

**Important:** Sanction must be started between the 14 calendar days plus one day from the 14-Day letter date and 60 calendar days from the 14 + 1 date. If no action is taken by 60 calendar days after the 14 + 1 date, the sanction process must start over. The 14-Day Letter Date field is cleared and no information is sent to FAA.

- Non-Coop date may not be entered until 14 days plus 1 day from the mailing of the 14-Day letter.
- If a caseworker sends a second 14-Day letter when a previous 14-Day letter is pending and the Non-Compliance Date and Reason Code are not yet populated, the timeline will restart and the 14+1 day timeline starts over. This is reflected in the 14-Day Letter Date field.
- If the Non-Compliance date and reason code are populated, another 14 day letter cannot be generated until the compliance date has been populated.
- If the CP responds to the 14-Day Letter, the CAAL code M2415 is entered to indicate compliance (see compliance process). This action automatically clears the 14-Day Letter Date field from the NCGC screen.
- The following Work-list items are eliminated: M0305, M0306 and M0801. NAI Medical cases follow the automated sanctions process. Good Cause fields on Non-Cooperation Good Cause (NCGC) screen are unchanged.
- Contact the ATLAS Help Desk to resolve any issues with Sanctions Errors

### Non-Cooperation Reason Codes

- N01** – You did not come to your paternity workshop.  
**N02** – You did not return the Lack of Information Statement.  
**N03** - You did not come to your appointment with DCSE.  
**N04** – You did not return the information requested by DCSE.  
**N05** – You did not come to your genetic testing appointment.  
**N06** – You did not come to your court hearing.  
**N07** – You did not return the custodial parent questionnaire