

Opening Interface Cases without Pre-Cooperation Interview/Documents	ADDITIONAL INSTRUCTIONS OR INFORMATION Version 4 – 07/20/2020
IV-A interface creates worklist and ATLAS case	Review caseload daily for the following worklists: <ul style="list-style-type: none"> ❖ I0010 NEW IV-A CASE COMPLETE INTAKE PROC ❖ I0015 REOPENED IV-A CASE COMPLETE INTAKE PROC
<p>Review AZTECS to ensure all children/absent parents interfaced accurately</p> <p>Review TANF Desk Aid to assist with navigating through AZTECS</p> <p>Review DBME OnBase to determine what documents CP provided during the TANF process</p> <p>Review DCSS OnBase to determine if the CP has completed TANF documents for the DCSS in the past</p> <p>Review HPP for additional information</p>	<ul style="list-style-type: none"> ❖ Contact the CP by phone <ul style="list-style-type: none"> ○ Ensure you are speaking with the CP by verifying the person’s name, date of birth and social security number (if available) ○ Verify the CP’s address on CPDE and update as needed ○ Contacting the CP at various times may allow for more telephonic interviews ❖ Complete the Family Safety Questionnaire and update ATLAS appropriately. ❖ Complete the fillable TANF Pre-Cooperation Information Request <ul style="list-style-type: none"> ○ Add I0002 to CAAL to document the interview ○ Add TANF Information sheets to OnBase under “Applications” ❖ If telephone contact is unsuccessful generate the following (utilize e-mail when possible): <ul style="list-style-type: none"> ○ CP REQUEST FOR DOCUMENTS/NCP ASSETS (FCSE0001 F0203 or S0203 for Spanish) ○ Allow CP at least 7 days to return your call ○ Create a “FREE” worklist item to follow up on the case in 8 calendar days ○ If additional information/documents are needed, utilize this letter to request the documents ○ Indicate in CAAL if the letter was e-mailed or mailed using M3918 COMMENTS TO DCSS STAFF ○ Continue with Intake using INDF standard work even if CP interview does not exist. ❖ If CP calls you on or before the specified date <ul style="list-style-type: none"> ○ Ensure you are speaking with the CP by verifying the person’s name, date of birth and social security number (if available) ○ Verify the CP’s address on CPDE and update as needed ❖ Complete the Family Safety Questionnaire and update ATLAS appropriately. ❖ Complete the fillable TANF Pre-Cooperation Information Request <ul style="list-style-type: none"> ○ Add I0002 to CAAL to document the interview ○ Add TANF Information sheets to OnBase under “Applications” ❖ If CP fails to call on the specified date <ul style="list-style-type: none"> ○ Add I0003 to CAAL to document that the CP did not comply with the request for a phone interview <ul style="list-style-type: none"> ▪ Update NCGC with the date of non-cooperation to begin the sanction process

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<p>Paternity needs to be established</p> <p>Note: The completed CS-454 from the CP is required to allow the paternity hearing to occur even if the CP does not show to the hearing.</p>	<ul style="list-style-type: none"> ❖ If a child on the case needs to have paternity established, the case manager will complete the Case Manager's Affidavit Supporting Paternity. This document will be used to refer the case to the Attorney General's office <i>pending the Affidavit Supporting Paternity (CS-454) completed by the CP which must be received prior to the hearing.</i> <ul style="list-style-type: none"> ○ Document is completed by asking the CP the questions on the affidavit ○ Case manager will date the document with the date of the phone interview ○ Case manager will print their name and sign the document or use e-signature when available ○ Case manager will enter CAAL M3910 INTERVIEW WITH CP and document the following: <ul style="list-style-type: none"> ▪ The method was used to verify CP's identify (i.e: date of birth, social security number, CP address, AZTECS case number) ▪ The method used to interview CP (Phone Interview) ❖ The CS-454 will need to be completed by the CP prior to the court hearing but not prior to a referral to the AGO <ul style="list-style-type: none"> ○ If CP can complete the CS-454 while on the phone and e-mail it back the same day, this document can be used in lieu of the case manager's affidavit ○ If the CP can receive the document electronically, e-mail the CS-454 to the CP and ask that she return it to you by email. Scanned copies will be accepted for referrals <ul style="list-style-type: none"> ▪ Set a FREE worklist item for 3 calendar days to follow up on the return of the document via e-mail ○ If the CP does not have access to e-mail, mail the CS-454 to the CP and ask that the document be returned by mail <ul style="list-style-type: none"> ▪ Set a FREE worklist item for 10 calendar days to follow up on the return of the document via regular mail ○ If the CP does not return the CS-454 by e-mail or regular mail, update NCGC to begin the sanction process.
<p>Documents are needed to process case for referral</p>	<ul style="list-style-type: none"> ❖ If official documents are needed and not available from other sources, ask CP to e-mail them to you. <ul style="list-style-type: none"> ○ If CP does not have the documents or access to email, submit a request for the documents from the appropriate sources. ○ If missing documents are preventing referral, add CAAL M3349 to identify the missing documents (i.e.: CS-454, birth certificate, etc.)
<p>Case is not ready for referral</p>	<ul style="list-style-type: none"> ❖ If case is not ready for referral, follow the existing standard work for documenting the case (i.e.: M3349, flow board, etc.)
<p>Case is ready for referral</p>	<ul style="list-style-type: none"> ❖ If case is ready for referral, follow existing standard work