**Appendix A - Requirements Matrix**

Instructions for responding to the Requirements Matrix

* In the “Response Code Column”, respond to each requirement given in the Requirements Matrix table below, by using one of the following codes. The codes needs to be selected from the list of available drop down values:

| **Code** | **Description** |
| --- | --- |
| **SC** – Standard Function, Configuration needed | The proposed system fully satisfies the requirement as stated. System may need to be configured to meet the requirement. |
| **CD** – Custom Design and Development | The proposed system requires a custom design/coding to meet this requirement |
| **NM** – Cannot Meet Requirement | The proposed system will not be able to meet the requirement, even using Configuration or Customization. **The Proposer must explain why the requirement cannot be met by the proposed system.** |
| **OT** – Other Software | If the requirement is to be satisfied through the use of a separate software package(s), proposers must identify those package(s) and describe how the functionality is integrated into the base system. |

* Against each sub-function listed in the “General Description Column” of the Requirements Matrix table, briefly describe how the proposer’s solution will meet the requirement in the “Solution Description column”. The solution description for the high level requirement in “General Description” column should address the detailed requirements in the “Requirements Detail” column. If additional space is needed by the Proposer to describe their solution for some requirements, please use additional pages after this table. Refer to the requirements by their ID # as given in the table below.

**1.0 Enterprise Requirements**

| **ID** | **General Description** | **Requirement Details** | | **Federal Guide Section Ref.** | **Solution Description** | **Response Code** | **If requirement is not met, explain why?** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 1.1 | Alerts and prompts |  | |  |  |  |  |
| 1.1.1 |  | System must provide alerts to case workers prompting worker action within the system | |  |  | Choose an item. |  |
| 1.1.2 |  | The system must notify the users when a case is assigned to that user | |  |  | Choose an item. |  |
| 1.1.3 |  | The system must allow an authorized administrator to set time periods for system activities which will prompt the system to generate alerts. | |  |  | Choose an item. |  |
| 1.1.4 |  | The system must allow users to set an alert notice on a case and be notified when the alert matures | |  |  | Choose an item. |  |
| 1.2 | Mobile, SMS, Text Messages |  | |  |  |  |  |
| 1.2.1 |  | System must have the capability of sending text messages to notify parents or other clients in the case, if mobile number is available on record and the client has provided their consent | |  |  | Choose an item. |  |
| 1.3 | Appointments and Scheduling |  | |  |  |  |  |
| 1.3.1 |  | System will provide the capabilities to allow customers to request an appointment with office staff through client portal | |  |  | Choose an item. |  |
| 1.3.2 |  | The system must provide for automatic scheduling for custodial and non-custodial parent interviews, genetic testing, and hearings. It must provide manual scheduling and revisions with the automatic generation of appointment notices as needed. | |  |  | Choose an item. |  |
| 1.3.3 |  | The system must provide for establishing and maintaining schedules for staff that conduct interviews. The schedule must provide for vacation, illness, and holiday and workday designation and allow for time allocation in units of 15 minutes. | |  |  | Choose an item. |  |
| 1.3.4 |  | The system must maintain an appointment calendar for all staff of interviews scheduled with location, parties to the appointment, and date and time of appointment. | |  |  | Choose an item. |  |
| 1.4 | Search |  | |  |  |  |  |
| 1.4.1 |  | The system must be able to use Soundex and wildcard functions to search names of case members and the associated cases and retrieve case data. | |  |  | Choose an item. |  |
| 1.4.2 |  | The system must have the capability to perform an automated search for each member upon request by the user. The search criteria must include criteria like but not limited to first name, last name, middle initial, DOB, SSN, and other system member IDs in order to allow the user to determine: | |  |  | Choose an item. |  |
| 1.4.3 |  | - If a previous record of the individual exists. | |  |  | Choose an item. |  |
| 1.4.4 |  | - If a previous case record exists. | |  |  | Choose an item. |  |
| 1.4.5 |  | - All cases associated with the member. | |  |  | Choose an item. |  |
| 1.4.6 |  | - Whether an order exists in any jurisdiction or county | |  |  | Choose an item. |  |
| 1.5 | Business Intelligence/Analytics/Reporting |  | |  |  |  |  |
| 1.5.1 |  | The vendor must provide a solution that includes business intelligence tools and functionality. | |  |  | Choose an item. |  |
| 1.5.2 |  | The system must provide a real-time dashboard with graphical representation of system functions/information | |  |  | Choose an item. |  |
| 1.5.3 |  | The system must provide forecasting capability. | |  |  | Choose an item. |  |
| 1.5.4 |  | The system must provide results and decision based analytics. | |  |  | Choose an item. |  |
| 1.5.5 |  | The system must generate system utilization statistics | |  |  | Choose an item. |  |
| 1.5.6 |  | The system must allow for importing of data from operational database and/or external applications to run analytics and statistical reports. | |  |  | Choose an item. |  |
| 1.5.7 |  | The system must provide information on performance metrics identified. | |  |  | Choose an item. |  |
| 1.5.8 |  | The system must provide reporting to include, but not limited to: Data visualization, executive information system, OLAP, etc. | |  |  | Choose an item. |  |
| 1.5.9 |  | The system must provide a consolidated view of key business data. | |  |  | Choose an item. |  |
| 1.6 | Application Forms |  | |  |  |  |  |
| 1.6.1 |  | The system must provide the ability for specified users to create new forms templates and maintain existing form templates. All form templates must include bar codes for imaging purposes. An automated method of prompting users to review expiring forms must be available. | |  |  | Choose an item. |  |
| 1.7 | Audit Trail |  | |  |  |  |  |
| 1.7.1 |  | The system must have the ability to track and maintain a history of CCSES database inquiries and updates (adds, changes, deletes) and to produce audit reports of any database inquiry and update activities | |  |  | Choose an item. |  |
| 1.8 | History |  | |  |  |  |  |
| 1.8.1 |  | The system must maintain a history of addresses, social security numbers, and employers for a CP or NCP and allow the users to record multiple addresses for a CP and NCP, as well as record the Social Security numbers for a CP or NCP, and multiple current employers for a CP or NCP, indicating one of the employers as the primary employer. The system must accommodate international addressing formats. | |  |  | Choose an item. |  |
| 1.8.2 |  | Using multiple selection criteria such as NCP/CP name, case number, social security numbers, alias names, and date ranges, the system must allow users to inquire on the online history showing full case history information. | |  |  | Choose an item. |  |
| 1.9 | Integration Engine |  | |  |  |  |  |
| 1.9.1 |  | The system must use an integration engine to automate the interfaces using a SOA based architecture, where possible | |  |  | Choose an item. |  |
| 1.10 | Person Data Merge |  | |  |  |  |  |
| 1.10.1 |  | The system shall provide customer data merge/unmerge functionality | |  |  | Choose an item. |  |
| 1.11 | OCR |  | |  |  |  |  |
| 1.11.1 |  | Optional - The system may include ability for digital scanning and OCR of hand-written forms/other documents to minimize data entry. | |  |  | Choose an item. |  |
| 1.12 | General System Requirements |  | |  |  |  |  |
| 1.12.1 |  | | The system must meet Connecticut's processing needs, which include: |  |  | Choose an item. |  |
| 1.12.2 |  | | The system used by OCSS must be available to users from 7 am to 7 pm Eastern |  |  | Choose an item. |  |
| 1.12.3 |  | | Financial/payment processing must be processed when the system is not available to users in update mode. |  |  | Choose an item. |  |
| 1.12.4 |  | | The system must have the ability to interface with various other agencies for case initiation, locate, financial, establishment, and enforcement purposes with that ability to access available sources of data from local, state, federal in a real-time mode vs. during nightly batch. |  |  | Choose an item. |  |
| 1.12.5 |  | | Ability to support sending and retrieving data from EMPI. |  |  | Choose an item. |  |
| 1.12.6 |  | | Ability to process role-base as well as "attribute" access to data. |  |  | Choose an item. |  |
| 1.12.7 |  | | The system must conduct regular Backup and Recovery. (Current product is VEEM, connects to each VM, takes snapshots once a day prior to nightly run. Maintains a "before" and "after" batch image.) |  |  | Choose an item. |  |
| 1.12.8 |  | | Ability to move VMs; perform replication, maintain high availability, conduct failover and load balancing. |  |  | Choose an item. |  |
|  |  | | The system must provide the functionality to interface with the Connecticut court’s eFiling system for enhanced access to and provision of vital information during the legal process of a case (e.g., status of service of process, whether a case has been filed directly with the court, court dates, etc.) as well as updates of case participant data. In addition, the OCSS system must provide access to a calendar shared with the magistrates and courts for scheduling OCSS and SES cases. |  |  | Choose an item. |  |
| 1.13 | Open Structure | |  |  |  |  |  |
| 1.13.1 |  | | The system must be open and flexible to accommodate current and future enterprise architecture and infrastructure platforms. To accomplish this: |  |  | Choose an item. |  |
| 1.13.2 |  | | The components should be modular. |  |  | Choose an item. |  |
| 1.13.3 |  | | The components should support "reuse" of existing modules. |  |  | Choose an item. |  |
| 1.13.4 |  | | The components should support "shared services" for a modular system. |  |  | Choose an item. |  |
| 1.13.5 |  | | The system should have the ability to support the State's standard for Business Intelligence. |  |  | Choose an item. |  |
| 1.13.6 |  | | The system must have the ability to utilize a "service bus" functionality. |  |  | Choose an item. |  |
| 1.13.7 |  | | Capable of using Cloud Services and Fed Ramp certifiable. |  |  | Choose an item. |  |
| 1.13.8 |  | | Capability for reuse of existing "portal" technologies, if needed, combined with any new proposed portal solution. |  |  | Choose an item. |  |
| 1.13.9 |  | | Servers must be virtualized. |  |  | Choose an item. |  |
| 1.13.10 |  | | Database must be normalized (3rd level). |  |  | Choose an item. |  |
| 1.13.11 |  | | Ability to utilize a business Rules tool to capture existing business rules. |  |  | Choose an item. |  |
| 1.13.12 |  | | Ability to implement the solution utilizing an Iterative/phased approach – e.g. database conversion first, peripheral systems, client portal etc. Proposers to recommend an efficient approach that poses the least risk to the State. |  |  | Choose an item. |  |

**2.0 Case Initiation**

|  | **General Description** | **Requirement Details** | **Federal Guide Section Ref.** | **Solution Description** | **Response Code** | **If requirement is not met, explain why?** |
| --- | --- | --- | --- | --- | --- | --- |
| 2.1 | Create and maintain participant database |  |  |  |  |  |
| 2.1.1 |  | The system must maintain all federal and state required information and history on all case participants in a manner that creates participants only once in the database. |  |  | Choose an item. |  |
| 2.1.2 |  | The system must allow a single participant to have multiple roles among multiple cases. |  |  | Choose an item. |  |
| 2.1.3 |  | The system must allow a single participant to have roles within a case in the event that the role changes, maintaining the date and history of all role changes. |  |  | Choose an item. |  |
| 2.1.4 |  | The system must interface or allow easy access to IMPACT/ Vital Records for the retrieval of birth certificate or acknowledgement of paternity information. |  |  | Choose an item. |  |
| 2.1.4 |  | The system must limit who can update paternity information and maintain date and history of the change(s) made. |  |  | Choose an item. |  |
| 2.2 | Accept application information |  |  |  |  |  |
| 2.2.1 |  | The system must provide processing of non-public assistance (NPA) applications entered manually by staff or parties. This process must be capable of: | A-1 |  | Choose an item. |  |
| 2.2.2 |  | \* Immediately and accurately screening participants and cases to link with existing participants and cases. |  |  | Choose an item. |  |
| 2.2.3 |  | \* Immediately and accurately adding participants and cases. |  |  | Choose an item. |  |
| 2.2.4 |  | \* Creating new cases when matches are not possible. |  |  | Choose an item. |  |
| 2.2.5 |  | \* Providing on-line, real-time messaging regarding missing information; including prompt for second NCP entry if application is not the mother or father. |  |  | Choose an item. |  |
| 2.2.6 |  | \* Automatically generating all correspondence available based on case information, to include introductory and appointment letters, petitions, and wage withholding. |  |  | Choose an item. |  |
| 2.2.7 |  | \* Clearly capturing Family Violence data. |  |  | Choose an item. |  |
| 2.2.8 |  | The system must meet all federal requirements, including but not limited to: | A-1 |  | Choose an item. |  |
| 2.2.9 |  | 1) The date the application was requested. |  |  | Choose an item. |  |
| 2.2.10 |  | 2) The date the application and program information describing services and fees, rights and responsibilities, and cost recovery and distribution policies was sent to the applicant. |  |  | Choose an item. |  |
| 2.2.11 |  | 3) The date the signed application and fee were received. |  |  | Choose an item. |  |
| 2.2.12 |  | The system must meet all tracking and aging requirements, to include: | A-1 |  | Choose an item. |  |
| 2.2.13 |  | Within 20 calendar days of receipt of a signed application for non-IV-A services, the system must:  1) Establish a case record.  2) Refer the case to the appropriate processing unit (e.g., locate or paternity establishment).  3) Notify the caseworker of the case. 4) Submit the case to Federal Case Registry |  |  | Choose an item. |  |
| 2.3 | Automated referral processing |  |  |  |  |  |
| 2.3.1 |  | The system must provide automated processing of non public assistance (NPA) applications to and from an interactive website, intrastate, interstate, international and tribal sources. | A-1, A-2, A-3, A-4, |  | Choose an item. |  |
| 2.3.2 |  | The system must provide automated processing of referrals and all required data to and from Temporary Family Assistance, (IV-A), Title XIX, Child Welfare (IV-E), and other intrastate and well as interstate, international, and tribal sources. This process must be capable of: |  |  | Choose an item. |  |
| 2.3.3 |  | \* Accurately screening participants and cases to link with existing participants and cases. |  |  | Choose an item. |  |
| 2.3.4 |  | \* Identify in the custodial party is also the head-of-household from information contained in interface data. |  |  | Choose an item. |  |
| 2.3.5 |  | \* Accurately adding participants and cases. |  |  | Choose an item. |  |
| 2.3.6 |  | \* Creating new cases when matches are not possible. |  |  | Choose an item. |  |
| 2.3.7 |  | \* Perform match between CP and NCP addresses and alert worker if there is a match. |  |  | Choose an item. |  |
| 2.3.8 |  | \* Storing referrals and data that cannot be automatically added as cases. |  |  | Choose an item. |  |
| 2.3.9 |  | \* Alerting assigned staff to missing information. |  |  | Choose an item. |  |
| 2.3.10 |  | \* Alerting staff regarding specific information associated with incoming referrals, including noncooperation reviews. |  |  | Choose an item. |  |
| .2.3.11 |  | \* Automatically generating all correspondence available based on case information, to include introductory and appointment letters, petitions, and wage withholding. |  |  | Choose an item. |  |
| 2.3.12 |  | \* Identify services received in IV-E cases. |  |  | Choose an item. |  |
| 2.3.13 |  | \* Clearly capturing Family Violence data. |  |  | Choose an item. |  |
| 2.3.14 |  | The system must accept, maintain, and exchange: | A-1 |  | Choose an item. |  |
| 2.3.15 |  | 1) The date the referral was received. |  |  | Choose an item. |  |
| 2.3.16 |  | 2) Date program information describing services and fees, rights and responsibilities, and cost recovery and distribution policies was provided. |  |  | Choose an item. |  |
| 2.3.17 |  | 3) All federally required referral information to including but not limited to: demographic, informational, and program data elements. |  |  | Choose an item. |  |
| 2.3.18 |  | The system must provide robust tracking aging that easily allows tracking of all the steps required to meet the federal - or tighter at state discretion - timeframes, which include but are not limited to: | A-1 |  | Choose an item. |  |
| 2.3.19 |  | Within 20 calendar days of receipt of a referral, the system must: 1) Establish a case record.  2) Refer the case to the appropriate processing unit (e.g., locate or paternity establishment).  3) Notify the caseworker of the case. 4) Submit the case to the Federal Case Registry. |  |  | Choose an item. |  |
| 2.4 | Automated Case Record |  |  |  |  |  |
| 2.4.1 |  | The system must provide automatic case setup when case participants can be added or updated without staff intervention. | A-6 |  | Choose an item. |  |
| 2.4.2 |  | The system must check for duplicated cases. |  |  | Choose an item. |  |
| 2.4.3 |  | The system must establish a case record for each application/ referral. |  |  | Choose an item. |  |
| 2.4.4 |  | The automated case record must provide a chronological case history of actions taken, whether manual or automated, and if manual, who took the actions. |  |  | Choose an item. |  |
| 2.4.5 |  | The automated case record must include all data to allow the system to effectively monitor required timeframes. |  |  | Choose an item. |  |
| 2.4.6 |  | The system must provide a rules engine that automatically assigns case types and status based on defined business rules |  |  | Choose an item. |  |
| 2.4.7 |  | The system must capture the relationship of the CP and NCP to each child in the case. |  |  | Choose an item. |  |
| 2.5 | Case Tracking |  |  |  |  |  |
| 2.5.1 |  | The system must use case identifiers and uniquely identify and edit various case types, applying appropriate edits to limit arbitrary entries. | A-5 |  | Choose an item. |  |
| 2.5.2 |  | The system must be able to track families while allowing for the changing circumstances of child support cases - such as a child moving from the mom, to a caretaker, to the father, to state care, and a repeat of this cycle. |  |  | Choose an item. |  |
| 2.5.3 |  | The system must track and provide reporting support on the numbers of cases in each case type as well as referral and/or case status. |  |  | Choose an item. |  |
| 2.5.4 |  | The system must provide consistent workflow logic to ensure cases automatically move to the next function based on defined business rules. |  |  | Choose an item. |  |
| 2.5.5 |  | The system must accept and maintain all required case information data. |  |  | Choose an item. |  |
| 2.6 | Participant Management |  |  |  |  |  |
| 2.6.1 |  | The system must accept and maintain identifying information on all case participants. | A-7 |  | Choose an item. |  |
| 2.6.2 |  | The system must provide automatic screening of new participants to minimize duplicate entries. |  |  | Choose an item. |  |
| 2.6.3 |  | The system must allow for participant searches using multiple criteria. |  |  | Choose an item. |  |
| 2.6.4 |  | When participant roles change, the system must automatically initiate required changes to associated support order, and case account data. |  |  | Choose an item. |  |
| 2.7 | Participant Occupation Data Management |  |  |  |  |  |
| 2.7.1 |  | The system must accommodate collecting detailed occupation information to allow correct application of guidelines and correct current ability to pay data. | Final Rule Jan 2017 |  | Choose an item. |  |
| 2.8 | Non IV-D Orders |  |  |  |  |  |
| 2.8.1 |  | Accept information for non-IV-D. | A-8 |  | Choose an item. |  |
| 2.8.2 |  | The system must accept information for non-IV-D orders through manual entry or automated entry. |  |  | Choose an item. |  |
| 2.8.3 |  | The system must automatically determine if a case meets all case criteria (e.g. - no acceptance of alimony only cases). |  |  | Choose an item. |  |
| 2.8.4 |  | The system must provide role based security specific to Non IV-D cases. |  |  | Choose an item. |  |
| 2.9 | State Case Registry |  |  |  |  |  |
| 2.9.1 |  | Accept and maintain information on Non-IVD orders. | A-8 |  | Choose an item. |  |
| 2.9.2 |  | The system must accept and maintain information on Non-IVD orders for inclusion with IV-D cases in the State Case Registry for transmission to the Federal Case Registry (FCR). |  |  | Choose an item. |  |
| 2.9.3 |  | The system must maintain all required case data. |  |  | Choose an item. |  |
| 2.9.4 |  | The system must accept updates to the mandatory data elements for non IV-D cases. |  |  | Choose an item. |  |
| 2.9.5 |  | The system must accept requests for deletions of non IV-D orders. |  |  | Choose an item. |  |
| 2.9.6 |  | The system must accurately report the number of non IV-D cases without duplication or inclusion of cases that do not meet non IV-D criteria. |  |  | Choose an item. |  |
| 2.10 | Federal Case Registry |  |  |  |  |  |
| 2.10.1 |  | The system must automatically interface with the Federal Case Registry (FCR). | A-9 |  | Choose an item. |  |
| 2.10.2 |  | The system must automatically interface with the FCR to exchange new and updated case and participant data. |  |  | Choose an item. |  |
| 2.10.3 |  | The system must maintain an audit trail for all FCR data and statuses. |  |  | Choose an item. |  |
| 2.11 | Non IV-A Cases |  |  |  |  |  |
| 2.11.1 |  | If the state elects to provide for paternity only limited services for non-IV-A cases in an intrastate case, the system must accept, maintain, and process information. |  |  | Choose an item. |  |
| 2.12 | Worker Assignment |  |  |  |  |  |
| 2.12.1 |  | The system must assign cases to workers based on the office, the function type of the cases, and other criteria identified in JAD sessions |  |  | Choose an item. |  |
| 2.13 | Case Assignments |  |  |  |  |  |
| 2.13.1 |  | System will have capabilities to assign case to worker based on case load related business rules |  |  | Choose an item. |  |
| 2.13.2 |  | The system must assign cases to a users as part of a workload based on user-entered parameters and function type. Function type shall determine whether the system focuses on the CP or NCP |  |  | Choose an item. |  |
| 2.13.3 |  | An authorized user must be able to set parameters for workload assignment |  |  | Choose an item. |  |
| 2.13.4 |  | The system must provide the capability for a supervisor to view another worker’s workload and accompanying alerts |  |  | Choose an item. |  |
| 2.13.5 |  | The system must, based on specific user actions online (not as part of the batch process), automatically forward a case to the next function type and assign the case to the appropriate user |  |  | Choose an item. |  |
| 2.13.6 |  | The system must allow the user to override the automatic case forwarding process and assign the case to the appropriate worker. |  |  | Choose an item. |  |
| 2.13.7 |  | An authorized user must be able to realign workload assignment for users or to adjust a user’s workload |  |  | Choose an item. |  |
| 2.13.8 |  | The system must allow an authorized user to transfer individual cases from one user to another |  |  | Choose an item. |  |
| 2.13.9 |  | The system must allow authorized users to transfer a case manually from one function type to another, thereby overriding the automated case forwarding function. |  |  | Choose an item. |  |
| 2.14 | Reports |  |  |  |  |  |
| 2.14.1 |  | Case Initiation Specific Reports - as identified in the RFP, and/or in JAD sessions |  |  | Choose an item. |  |
|  |  |  |  |  |  |  |

**3.0 Locate**

| **ID** | **General Description** | **Requirement Details** | **Federal Guide Section Ref.** | **Solution Description** | **Response Code** | **If requirement is not met, explain why?** |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |
| 3.1 | Process Locate Interface Information |  |  |  |  |  |
| 3.1.1 |  | The system must obtain, record, verify, and maintain all accessible locate information on the non-custodial parent and custodial party. The system must: | B-1 |  | Choose an item. |  |
| 3.1.2 |  | Where possible, perform automated interfaces with Federal, State, interstate, and intrastate sources, to facilitate obtaining and verifying case information. Interfaces include the following at a minimum: a) Federal Parent Locator System (FPLS). b) National Directory of New Hires (NDNH). c) Federal Case Registry (FCR)  d) Department of Motor Vehicles (driver's licenses and vehicle registration). e) State Workforce Agency. f) Department of Natural Resources (fishing and hunting licenses). |  |  | Choose an item. |  |
| 3.1.3 |  | g) Department of Vital Statistics. h) Department of Corrections. i) Credit Bureaus. j) Postal Service. k) Local/State Tax Administration. l) State IV-A Agency. m) State IV-E Agency. n) State Title XIX Agency. o) State Directory of New Hires. p) State Disbursement Unit (SDU). q) Public Utilities. r) Financial Institutions. s) State Licensing Agencies. t) State agencies with jurisdiction over real and personal property. u) Tribal IV-D programs. |  |  | Choose an item. |  |
| 3.1.4 |  | Perform interfaces with the following (not all inclusive):  a) the Work Number. b) Lottery.  c) Third Party Liability.  d) Social Security Administration. e) Department of Children and Family. f) Judicial and eFiling systems. g) State and Federal Departments of Corrections. h) Sex Offender Registry.  i) Immigration and Customs. j) Lexis-Nexis.  k) eIwo.  l) CT Department of Education. m) CT Health Care Exchange. n) CT Vital Statistics. o) Telecommunications companies. p) County agencies. |  |  | Choose an item. |  |
| 3.1.5 |  | The system must maintain all information, including addresses, address status, and date(s) obtained from any source, along with the source identifying information . |  |  | Choose an item. |  |
| 3.1.6 |  | The system must contain a rules hierarchy, based on CT business needs, to minimize the creation of duplicate addresses for a party or employer to match and verify addresses and to identify the sources: |  |  | Choose an item. |  |
| 3.1.7 |  | The system must capture multiple address types for employers and work locations along with appropriate verified indicators. |  |  | Choose an item. |  |
| 3.1.8 |  | The system must provide for easy monitoring to assure each interface is operating correctly, based on the rule of each interface. |  |  | Choose an item. |  |
| 3.1.9 |  | The system must have the ability to interface with CT Judicial Probation database. |  |  | Choose an item. |  |
| 3.1.10 |  | The system must have the ability to interface and share address and other data with CT Judicial Capias (civil arrest warrant) database. |  |  | Choose an item. |  |
| 3.1.11 |  | The system must have the ability to accept and store any photographs of the parties obtained through an interface (e.g. Motor Vehicles for Driver's License photos). |  |  | Choose an item. |  |
| 3.1.12 |  | The system must have the ability to exchange detailed information on worker's compensation claims. |  |  | Choose an item. |  |
| 3.1.13 |  | The system must have the ability to accept, maintain, and exchange FEIN data as it applies to employers and to minimize duplication of employers from all sources - such as the State and National Directories of New Hires |  |  | Choose an item. |  |
| 3.1.14 |  | The system must be able to access, store, and replay the Judicial Court Reporter recordings (known as "For the Record") application or other applications attached to telephony solutions that record live calls. |  |  | Choose an item. |  |
| 3.1.15 |  | If an automated interface cannot be established for a specific source, automatically prepare and send the information/ documents required to submit the case to the information source and provide an easily accessible means to enter into the automated case record all manual attempts to obtain information and the results. |  |  | Choose an item. |  |
| 3.1.16 |  | The system must provide an automated Quick interface that exchanges all available data. |  |  | Choose an item. |  |
| 3.1.17 |  | Automatically follow up when information is solicited, and no response is received within a reasonable amount of time. a) Re-access the source using an automated interface, if available, or if an automated interface is not available, notify the caseworker and automatically generate the documents necessary to encourage a response. |  |  | Choose an item. |  |
| 3.1.18 |  | Accept unsolicited locate information from the FPLS as proactive matches occur between State participants registered through the FCR and as State FCR participants are matched to New Hire, Quarterly Wage and Unemployment Insurance claim records on the National Directory of New Hire. |  |  | Choose an item. |  |
| 3.1.19 |  | Make data received electronically through any of the interfaces available online to the caseworker along with the capability to electronically record in the case record any data received through an interface. |  |  | Choose an item. |  |
| 3.1.20 |  | Ability to submit a manual locate request to several sources. |  |  | Choose an item. |  |
| 3.2 | Ensure Locate Compliance |  |  |  |  |  |
| 3.2.1 |  | The system must record, maintain, and track locate activities to ensure compliance with program standards. The system must: | B-2 |  | Choose an item. |  |
| 3.2.2 |  | a) Automatically submit the case to all appropriate locate sources (whether automated or not), including the transfer of appropriate cases to the FPLS, within 75 calendar days of determining that locate action is required. b) Track responses from each automated locate source, including verified address information.  c) Track information from manual locate sources. d) Record and maintain information on positive responses received from locate sources. |  |  | Choose an item. |  |
| 3.2.3 |  | e) Maintain a minimum of three verified addresses, in addition to the home and mailing addresses.  f) Record information on all locate sources accessed. g) Alert the caseworker to verify responses received to ensure that sufficient information is available to allow the next appropriate action to be taken. h) Forward cases to the next appropriate function when sufficient information is available. |  |  | Choose an item. |  |
| 3.2.4 |  | Automatically follow up when information is solicited, and no response is received after a reasonable amount of time by a) Re-accessing the source using an automated interface. or  b) Notifying the caseworker and automatically generating the documents necessary. |  |  | Choose an item. |  |
| 3.2.5 |  | Apply locate information to the individual participant and prompt next case actions on all cases the participant is associated with based on the information received. |  |  | Choose an item. |  |
| 3.2.6 |  | Provide an easily maintained table to allow designation of "trusted" locate sources and data that recognize verified data elements, probable data elements, or other designations. |  |  | Choose an item. |  |
| 3.2.7 |  | Capture and store multiple address types for employers, matching incoming data against the internal employer table to minimize duplication. |  |  | Choose an item. |  |
| 3.2.8 |  | Interface with the electronic medical support employer portal. |  |  | Choose an item. |  |
| 3.2.9 |  | Ensure all tracking and aging activities are not "hard coded" but easily updatable. |  |  | Choose an item. |  |
| 3.210 |  | Allow business rules that direct how the FCR impacts interstate cases. |  |  | Choose an item. |  |
| 3.2.11 |  | Allow program specific rules that direct how and when new locate information generates correspondence to the CP or other state. |  |  | Choose an item. |  |
| 3.2.12 |  | Record and maintain information on multiple active employers, and whether each is full time or part time employment. |  |  | Choose an item. |  |
| 3.2.13 |  | Ensure proper handling of Federal Tax Information (FTI). |  |  | Choose an item. |  |
| 3.3 | Resubmit Locate Requests |  |  |  |  |  |
| 3.3.1 |  | The system must automatically resubmit cases to locate sources, the system must: | B-3 |  | Choose an item. |  |
| 3.3.2 |  | Resubmit actions on all know locate sources for the individual based on established time frames and identified next actions. |  |  | Choose an item. |  |
| 3.4 | Interact with FPLS |  |  |  |  |  |
| 3.4.1 |  | Ensure all resubmission time frames not "hard coded" but easily updatable. |  |  | Choose an item. |  |
| 3.4.2 |  | The system must automatically submit requests for locate to the Federal Parent Locator System (FPLS). The system must: | B-4 |  | Choose an item. |  |
| 3.4.3 |  | 1) For any persons requiring an FPLS locate, automatically:  a) Prepare an FCR locate person transaction containing the necessary identifying information for referral, or if the person is only involved in a case not registered in the FCR, include in the transaction case and order information necessary to register the case in the FCR.  b) Annotate the automated case record with the referral.  c) Receive automated information back from the FPLS:  1.). Record the results of the match in the automated case record and notify the caseworker of the results, or  2.) Provide the data electronically online to the caseworker along with the capability to electronically record in the case record any data received from the FPLS. |  |  | Choose an item. |  |
| 3.5 | Maintain Locate History |  |  |  |  |  |
| 3.5.1 |  | Maintain history of locate information from all sources, including employer data, that contains dates the information is valid (begin and end dates), verification sources, and the date of verification. |  |  | Choose an item. |  |
| 3.6 | Reports |  |  |  |  |  |
| 3.6.1 |  | Locate specific reports as identified in the RFP, and in JAD sessions |  |  | Choose an item. |  |

**4.0 Establishment**

| **ID** | **General Description** | **Requirement Details** | **Federal Guide Section Ref.** | **Solution Description** | **Response Code** | **If requirement is not met, explain why?** |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |
| 4.1 | Dashboards |  |  |  |  |  |
| 4.1.1 |  | Provide dashboards with different views for different staff needs that show staff progress and caseload information to allow easy access to cases ready for action and enhanced management effectiveness. |  |  | Choose an item. |  |
| 4.2 | Paternity Establishment |  |  |  |  |  |
| 4.2.1 |  | The system must automatically track, monitor, and report on the status of paternity establishment and support Federal regulations and State laws and procedures for establishing paternity. The system must: | C-1 |  | Choose an item. |  |
| 4.2.2 |  | Initiate actions for the establishment of paternity, including administrative establishment of paternity, for all cases in which paternity has not yet been established. |  |  | Choose an item. |  |
| 4.2.3 |  | Ability to store a copy (image) of the paternity genetic testing results obtained from genetic testing vendors and/or other states, territories, tribes and countries, in the automated case record at the specific child level. |  |  | Choose an item. |  |
| 4.2.4 |  | Obtain through and interface with the CT Connect system or Department of Public Health, Vital Statistics, documents (images) supporting paternity when available and maintain this documentation (image) in the automated case record. |  |  | Choose an item. |  |
| 4.2.5 |  | Exchange data with Department of Public Health, Vital Statistics, to provide court ordered non-paternity decisions to allow update of the DPH records. |  |  | Choose an item. |  |
| 4.2.6 |  | Accept identifying information on voluntary acknowledgments and recensions of paternity, including the date of the affirmation/rescinding and an indication if the image of the document(s) is available in the system. |  |  | Choose an item. |  |
| 4.2.7 |  | Automatically generate completed administrative or judicial documents which are required to establish paternity and automatically or, if not available in automated form allow manual entry of the date and type of documents generated in the case record. |  |  | Choose an item. |  |
| 4.2.8 |  | Initiate actions and workflows, and track and age actions taken to establish paternity, i.e. initiating service-of-process, where the child is under age 18. |  |  | Choose an item. |  |
| 4.2.9 |  | When there is a judgment of non-paternity, provide the ability to update the court finding of non-paternity. |  |  | Choose an item. |  |
| 4.2.10 |  | Capture all data related to service actions and tracking. |  |  | Choose an item. |  |
| 4.2.11 |  | Include service of process information on each of the cases on the docket. |  |  | Choose an item. |  |
| 4.2.12 |  | Recognize missing required elements for any action and prompt staff members for resolution. |  |  | Choose an item. |  |
| 4.2.13 |  | Create court dockets that automatically include all needed information and prompt staff members for resolution of any missing data elements. |  |  | Choose an item. |  |
| 4.2.14 |  | Periodically reinitiate service-of-process for those cases where previous attempts have failed, but adequate information exists to attempt service-of-process and include an escalation process for cases where multiple attempts have been unsuccessful. |  |  | Choose an item. |  |
| 4.2.15 |  | Automatically generate the required documents to:  a) Notify case participants to submit to genetic testing in contested paternity cases. b) Petition the court or administrative authority to require case participants to submit to genetic testing. c) In contested paternity cases, obtain a judgment for genetic testing costs from the party who denied paternity, when such paternity is later established. |  |  | Choose an item. |  |
| 4.2.16 |  | Initiate workflow, and track, age, and monitor all genetic testing activities. |  |  | Choose an item. |  |
| 4.2.17 |  | Interface with genetic testing labs and Attorney General office to schedule genetic tests, receive genetics testing results (images) and exchange case and participant information. If direct interface is not feasible, accommodate these actions using other (e.g. print documents or email) methods. |  |  | Choose an item. |  |
| 4.2.18 |  | Initiate workflow, track and age, all activities related to paternity establishment. |  |  | Choose an item. |  |
| 4.2.19 |  | Support case closure when paternity status/case action combinations allow closure in accordance with the January 2017 final rule. |  |  | Choose an item. |  |
| 4.2.19 |  | Meet all Federal reporting requirements. |  |  | Choose an item. |  |
| 4.2.20 |  | Capture whether genetic testing was submitted to voluntarily or based on a court order. |  |  | Choose an item. |  |
| 4.2.21 |  | Capture method of paternity establishment: (e.g. child of a marriage, voluntary acknowledgment, court ordered, court ordered via long-arm). |  |  | Choose an item. |  |
| 4.2.22 |  | In long-arm paternity establishment, generate all documents needed to initiate such action: a) Maintain an automated case record for all cases worked using the long-arm statute, including actions taken and information received from the other State. |  |  | Choose an item. |  |
| 4.2.23 |  | Maintain data and status on IV-D cases where paternity establishment is handled outside of the IV-D agency. |  |  | Choose an item. |  |
| 4.2.24 |  | When a case is referred to another state, generate and transmit information regarding whether a child was born out of wedlock and whether paternity was established in Connecticut. |  |  | Choose an item. |  |
| 4.3 | Establishing Orders |  |  |  |  |  |
| 4.3.1 |  | The system must automatically record, track, and monitor information on obligations, and generate documents to establish support including medical support. The system must: | C-2 |  | Choose an item. |  |
| 4.3.2 |  | Monitor case activities to ensure that the following activities are completed within 90 calendar days of the location of the alleged father or non-custodial parent regardless of whether paternity has been established.  a) Complete service-of-process necessary to commence proceedings to establish a support order, and if necessary, paternity. b) Establish an order for support which may be based on a voluntary acknowledgment of paternity. c) Document, in accordance with Connecticut procedures, unsuccessful attempts to serve process in accordance with Connecticut’s diligent effort guidelines. |  |  | Choose an item. |  |
| 4.3.3 |  | Initiate actions and record and track the time from successful service-of-process to obligation establishment or other case disposition, regardless of whether paternity needs to be established, to ensure that the following expedited process timeframes are met: a) 75 percent in 6 months, and b) 90 percent in 12 months. |  |  | Choose an item. |  |
| 4.3.4 |  | Monitor and identify cases based on business rules (e.g. review when incarcerated; review when an employer is verified for an individual with a zero-dollar order) to support Connecticut’s review and modification procedures. |  |  | Choose an item. |  |
| 4.3.5 |  | Automatically initiate a review and adjust workflow based on established business rules, automatically take appropriate actions, generate the required documents / contacts to seek case party input as needed, track and age activities, generate subsequent documents needed to perform all review and adjust activities, and maintain a history of all actions taken, and who took the action or if the system took the action. |  |  | Choose an item. |  |
| 4.3.6 |  | Alert multiple parties of tracking and aging or review and modifications according to case load assignment criteria. |  |  | Choose an item. |  |
| 4.3.7 |  | Automatically generate the required documents to establish an order of support and/or to serve process and automatically record the date and type of documents generated in the case record. |  |  | Choose an item. |  |
| 4.3.8 |  | Ability to add the AKA field for the NCP and CP on the petition and to include/ print the entire name (first, middle and last) for the parties. |  |  | Choose an item. |  |
| 4.3.9 |  | If petitions or service of process documents do not contain data in all required fields, do not print but prompt the staff member for resolution. |  |  | Choose an item. |  |
| 4.3.10 |  | Initiate necessary actions to meet the Connecticut’s guidelines for diligent efforts to serve process and periodically reinitiate service-of-process in cases where previous attempts have failed but adequate identifying information exists. |  |  | Choose an item. |  |
| 4.3.11 |  | Ability to create documents, e-sign, and print completed packets in multiple locations, including those sister agencies such at the Attorney General when required. |  |  | Choose an item. |  |
| 4.3.12 |  | Ability to forward petition/service packets to appropriate entities (attorney general) instead of printing/mailing. |  |  | Choose an item. |  |
| 4.3.13 |  | Invoke appropriate workflow and document management capabilities for processes according to business rules. |  |  | Choose an item. |  |
| 4.3.14 |  | Ability to send correspondence to all parties (NCP/CP) electronically via a client portal or other electronic means. |  |  | Choose an item. |  |
| 4.3.15 |  | Ability to maintain multiple addresses. |  |  | Choose an item. |  |
| 4.3.16 |  | Initiate actions and record and track the time from successful service-of-process to obligation establishment or other case disposition, regardless of whether paternity needs to be established, to ensure that the following expedited process timeframes are met:  a) 75 percent in 6 months. b) 90 percent in 12 months. |  |  | Choose an item. |  |
| 4.3.17 |  | Generate a report showing for at least a year State compliance with the timeframes. |  |  | Choose an item. |  |
| 4.3.18 |  | Include compliance with time frames in dashboards containing different views for staff members with different responsibilities, including supervisors and managers. |  |  | Choose an item. |  |
| 4.3.19 |  | If the court/administrative authority dismisses a support order petition without prejudice, maintain a code in the automated case record to indicate the reason for dismissal, and automatically reinitiate action to obtain a support order at the appropriate time. |  |  | Choose an item. |  |
| 4.3.20 |  | Track and report on all dismissals and reasons. |  |  | Choose an item. |  |
| 4.3.21 |  | Create an easily maintainable and updatable table identifying magistrates and judges, and require their association with all court actions, to include court outcomes (e.g. orders, continuance, dismissals) and reasons Ability to capture all the information from the case and also metadata. |  |  | Choose an item. |  |
| 4.3.22 |  | Capture all case information and metadata. |  |  |  |  |
| 4.4 | Establish Orders |  |  |  |  |  |
| 4.4.1 |  | The system must accept, maintain, and process information concerning established support orders. The system must: | C-3 |  | Choose an item. |  |
| 4.4.2 |  | Use Connecticut’s child support guidelines to automatically calculate the support obligation amount. |  |  | Choose an item. |  |
| 4.4.3 |  | Automatically capture all cases associated with the NCP and apply appropriate credits to the guideline’s calculations. |  |  | Choose an item. |  |
| 4.4.4 |  | Allow overrides and edits on associated NCP cases. |  |  | Choose an item. |  |
| 4.4.5 |  | Include in the guidelines calculations all verified employment and wages associated with the employment and time frames valid for each employer/wage combination. |  |  | Choose an item. |  |
| 4.4.6 |  | When calculating guidelines for review and adjust or modifications, automatically calculate and include the percentage of change from the last order and current calculation. |  |  | Choose an item. |  |
| 4.4.7 |  | Identify exceptions and what they are, but omit from calculations periods of time during which the NCP is ineligible for payment due to exceptions (e.g. recipient of TANF or SSI benefits). |  |  | Choose an item. |  |
| 4.4.8 |  | Import, maintain and automatically use tax tables in guidelines calculations, allowing for manual updates. |  |  | Choose an item. |  |
| 4.4.9 |  | Initiate appropriate workflows for all cases associated with an NCP when an address is newly validated by process of service (or any other method). |  |  | Choose an item. |  |
| 4.4.10 |  | Maintain case data on the application of the guidelines and deviations from the guidelines for the required four-year guideline review. At a minimum, data must include: a) guidelines calculated amount, b) amount of any deviation, and c) reason for the deviation. |  |  | Choose an item. |  |
| 4.4.11 |  | Use code tables for reasons for deviation, however, if "other" is selected as a reason, require text entry. |  |  | Choose an item. |  |
| 4.4.12 |  | When an order is established, record the following information  a) Type of obligations (child, spousal, medical, arrearage-only). b) Date of order. c) Date adjusted (if adjusted). d) Amount of order. e) Payment frequency. f) Arrearage (if any). g) Method of payment. h) Payment due date. i) Issuing State of Order. |  |  | Choose an item. |  |
| 4.4.13 |  | When an order is established and entered, allow for differing interest rates to accommodate Interstate orders. |  |  | Choose an item. |  |
| 4.4.14 |  | Maintain history of all previously established orders. |  |  | Choose an item. |  |
| 4.4.15 |  | Order histories must track the custodial party for each child in the history (change of custody; money follows the child) as well as who had custody and when. |  |  | Choose an item. |  |
| 4.4.16 |  | Allow entry of multiple docket numbers on orders. |  |  | Choose an item. |  |
| 4.4.17 |  | Identify obligations as voluntary, administrative, or court ordered. |  |  | Choose an item. |  |
| 4.4.18 |  | Support the administrative establishment of support orders, including the generation of appropriate documents/ notifications. |  |  | Choose an item. |  |
| 4.4.19 |  | Generate a notice to the CP and NCP of all proceedings in which support obligations might be established or modified. |  |  | Choose an item. |  |
| 4.5 | Medical Support Services |  |  |  |  |  |
| 4.5.1 |  | The system must accept, maintain, and process information concerning medical support services. The system must: | C-4 |  | Choose an item. |  |
| 4.5.2 |  | Automatically identify IV-A, Foster Care and Non-IV-A Title XIX-only cases requiring medical support services to determine those cases in which:  a) The custodial parent, in cases other than Title IV-E Foster Care, and child(ren) does not have satisfactory health insurance other than Title XIX. b) Health insurance is available to the non-custodial parent at reasonable cost. c) State Healthcare Marketplace indicates either through interface or manual search, that insurance may be available. |  |  | Choose an item. |  |
| 4.5.3 |  | Identify if the only available insurance is Medicaid or CHIP when the child(ren) has that coverage (Final rule). |  |  | Choose an item. |  |
| 4.5.4 |  | Automatically identify additional cases where there is a high potential for obtaining medical support based on:  a) Evidence that health insurance may be available to the non-custodial parent at reasonable cost. b) Facts are sufficient to warrant modification of the support order to include health insurance. |  |  | Choose an item. |  |
| 4.5.5 |  | Record the percentages ordered for cash medical support or unreimbursed medical expense amounts when there are no monetary orders and direct the next action accordingly. |  |  | Choose an item. |  |
| 4.5.6 |  | Automatically generate the documents required to petition for the inclusion of medical support provisions in new or modified support orders, capturing domestic violence information and editing documents / notifications according to business rules. |  |  | Choose an item. |  |
| 4.5.7 |  | Automatically generate notices to custodial parents providing information about health insurance policies secured for dependent children. |  |  | Choose an item. |  |
| 4.5.8 |  | Interface electronically with the State’s Title XIX system for the transfer of medical support information, including notifying the Title XIX agency whenever a medical support provision is included in a support order. |  |  | Choose an item. |  |
| 4.6 | Guideline Support Calculation |  |  |  |  |  |
| 4.6.1 |  | The system must incorporate the guidelines support calculation |  |  | Choose an item. |  |
| 4.7 | Service of Process |  |  |  |  |  |
| 4.7.1 |  | The system must track legal documents designated for service of process and personal service |  |  | Choose an item. |  |
| 4.7.2 |  | System must track the assignment of documents and service attempts and results |  |  | Choose an item. |  |
| 4.7.3 |  | System must provide for alternative addresses and support location efforts |  |  | Choose an item. |  |
| 4.7.4 |  | System must reactivate the service process for service requirements when new address information is available |  |  | Choose an item. |  |
|  |  |  |  |  |  |  |
| 4.8 | Reports |  |  |  |  |  |
| 4.8.1 |  | Establishment specific reports - as identified in the RFP, and in JAD sessions |  |  | Choose an item. |  |
|  |  |  |  |  |  |  |

**5.0 Case Management**

| **ID** | **General Description** | **Requirement Details** | **Federal Guide Section Ref.** | **Solution Description** | **Response Code** | **If requirement is not met, explain why?** |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |
| 5.1 | Next Case Activity |  |  |  |  |  |
| 5.1.1 |  | The system must automatically direct cases to the appropriate case activity. The system must: | D-1 |  | Choose an item. |  |
| 5.1.2 |  | Automatically direct the case to the appropriate function, e.g. locate, paternity establishment, and initiate the appropriate case action. |  |  | Choose an item. |  |
| 5.1.3 |  | After each function is completed, automatically direct the case to the next appropriate function, close all prior actions and make appropriate case notations, and initiate the appropriate case action. |  |  | Choose an item. |  |
| 5.1.4 |  | To allow the tracking of compliance with program performance standards, record in the automated case record:  a) The date a case is moved into a specific function. b) The dates and actions taken within the function.  c) The results of such actions including appropriate dates. d) The date of referral to the next appropriate function. |  |  | Choose an item. |  |
| 5.1.5 |  | Track actions and dates to ensure that: a) All new cases requiring locate services are referred to the locate function (unit) within 20 calendar days of receipt of the referral or filing of an application for services, and b) Incoming interstate cases are automatically referred to the State Parent Locator System (SPLS) or the appropriate processing function within 10 working days of receipt. |  |  | Choose an item. |  |
| 5.2 | Process Updates |  |  |  |  |  |
| 5.2.1 |  | The system must automatically accept and process case updates and provide information to other programs on a timely basis. The system must: | D-2 |  | Choose an item. |  |
| 5.2.2 |  | Accept and update automated case information received from various sources, e.g., county attorney, caseworker, locate staff, IV-A, IV-E, Title XIX, etc. With the exception of NDNH and FCR information to Title IV-A agencies, the disclosure of information derived from NDNH, FCR, IRS or financial institution data match information must be independently verified before it can be shared with IV-A, IV-E and Title XIX agencies. |  |  | Choose an item. |  |
| 5.2.3 |  | Perform initial edit/validation checks, including numeric and character checks and cross references, to ensure the accuracy and completeness of fields. |  |  | Choose an item. |  |
| 5.2.4 |  | Update common data elements in all linked case records. |  |  | Choose an item. |  |
| 5.2.5 |  | Automatically take available actions to verify incoming information, if that information is from a non-automatically verify source, updating the automated case record and invoking workflow management. |  |  | Choose an item. |  |
| 5.2.6 |  | Include data elements that identify the source of information (or when the source of sensitive information is derived from NDNH, FCR, IRS or FIDM), with an indicator if the information has been independently verified, and capture the source of the verification. |  |  | Choose an item. |  |
| 5.2.7 |  | At the time of a change, electronically transmit to provide the IV-A agency with updates to IV-A case-related information all required data on the CP, NCP, and Support Orders. |  |  | Choose an item. |  |
| 5.2.8 |  | At the time of a change, transmit to the IV-E agency all updates to Foster Care related information:  a) information whose source is NDNH or FCR, IRS or FIDM match must be independently verified before being shared with the IV-E agency.  b) If the IV-E agency cannot accept the electronic transfer of information, the system must automatically generate hard copy reports to transmit the information. |  |  | Choose an item. |  |
| 5.2.9 |  | When an order that requires medical support is established, or at the time of a subsequent change, electronically transmit all required information to provide the Title XIX agency with updates to Title XIX related information: Please note, if the source of the following information is derived from NDNH, FCR, FIDM or IRS, then the data must be independently verified before it can be released to the Title XIX agency. |  |  | Choose an item. |  |
| 5.2.10 |  | Identify, automatically if possible or accept manual input, confidential cases and direct according to business rules to appropriate case load assignment. |  |  | Choose an item. |  |
| 5.2.11 |  | When case roles of the parties change, automatically take action to ensure that court orders are updated, and that support paid follows the child(ren). |  |  | Choose an item. |  |
| 5.2.12 |  | The system must update and maintain in the automated case record all information, facts, events, and transactions necessary to describe a case and all actions taken in a case. The system must: | D-3 |  | Choose an item. |  |
| 5.2.13 |  | Maintain in the automated case record the documents generated, critical data element changes, all positive and negative locate and asset interface actions, along with all sources and dates, an indicator if the action was taken automatically by the system or by an individual (capture identity of individual) and a monthly summary of all interface activities. |  |  | Choose an item. |  |
| 5.2.14 |  | Accept entry of information on actions taken outside of the system by the staff member, capturing the identity of the staff member and date the action is taken. Annotate in the automated case record actions taken as a result of work lists to provide a complete historical record of activities related to a case and invoke/update workflows to ensure continuing case processing. Event codes, preformatted narrative entries, or other means should be provided in the automated case record to identify telephone calls, visits, and other manual actions. |  |  | Choose an item. |  |
| 5.2.15 |  | Not accept edits to system-initiated actions and maintain established time limits for editing records on manually initiated actions not to exceed the end of the business day during which the data was entered in the system. |  |  | Choose an item. |  |
| 5.2.16 |  | The system must perform routine case functions, keep the caseworker informed of significant case events, monitor case activity, provide case status information, and ensure timely case action. | D-4 |  | Choose an item. |  |
| 5.2.17 |  | Perform case monitoring to ensure that case actions are accomplished within required timeframes, following a workflow algorithm included in the system. Track dates to ensure that the timeframes for expedited process, locate, paternity establishment, support order establishment, review and adjustment, and enforcement (including wage withholding) are met. |  |  | Choose an item. |  |
| 5.2.18 |  | Whenever possible, the system must automatically initiate the next step in case processing using both built-in business-based rules and workflow rules, without being prompted by the caseworker. The system must automatically:  a) Generate documents and notices in paper if so directed by a staff member or by business rules. b) Generate documents and notices electronically if so directed by business rules. c) Refer cases to automated interfaces with location sources. |  |  | Choose an item. |  |
| 5.2.19 |  | d) Identify and refer cases for FPLS and SPLS submittal. e) Flag cases for enforcement action, e.g., including tax refund offset, income withholding, unemployment compensation intercept (UCI), and license suspension, and initiate these actions, and take all actions possible, including notifying the staff member if decisions or manual actions are required. |  |  | Choose an item. |  |
| 5.2.20 |  | Whenever possible, the system must automatically initiate the next step in case processing using both built-in business-based rules and workflow rules, without being prompted by the caseworker. The system must automatically:  f) Refer arrearage amounts to credit bureaus. g) Refer arrearage amount updates to credit bureaus. h) Produce delinquency reports to monitor obligor and employer compliance with income withholding orders.  i) Flag cases for potential review and adjustment of support obligations according to business rules and take all possible actions. |  |  | Choose an item. |  |
| 5.2.21 |  | j) Process and distribute collections.  k) Direct cases to the next appropriate processing unit once action is completed in a unit. l) Take any other actions that the system can initiate automatically. |  |  | Choose an item. |  |
| 5.2.22 |  | Provide a separate daily, automated worklist that contain notifications (information only items) that do not require staff member action. |  |  | Choose an item. |  |
| 5.2.23 |  | The action needed worklist must permit the staff member to easily select and take action on a work list item. The selection must prompt the system to automatically navigate the staff member to the appropriate system function or screen to allow for the respective action or review to take place. Once the action is completed, the worklist item must be automatically closed and removed from the worklist. |  |  | Choose an item. |  |
| 5.2.24 |  | If determined necessary by internal-to-the-system business rules, notify the caseworker of any actions automatically initiated that involve, at a minimum:  a) Locate, including the recycling of unlocated cases immediately when new information is received or on a quarterly basis.  b) Establishment of paternity.  c) Establishment of support obligations. d) Review and adjustment of support obligations. e) Enforcement, including income withholding, lump-sum payments etc. f) Case closure. |  |  | Choose an item. |  |
| 5.2.25 |  | Include in the workflow management process/ engine all identified business rules to ensure that case moves efficiently through all case processing actions and includes the ability to invoke specialized workflows based on case activities/actions, (e.g. review and adjust, medical support, administrative enforcement). The ability to capture workflow tracking and aging on different dashboard views. |  |  | Choose an item. |  |
| 5.2.26 |  | Include multiple dashboards specific to individual staff members, supervisors, managers, etc. that allow for drill down capabilities to the specific case or participant level. |  |  |  |  |
| 5.2.27 |  | If the caseworker has multiple options for case action: a) Notify the caseworker of the action that is needed. Along with Aging of the actions not taken. b) Identify any default action that will be taken by the system in the absence of caseworker action. |  |  | Choose an item. |  |
| 5.2.28 |  | In instances where caseworker action is necessary, include a tickler, based on internal rules, for every timeframe to remind the caseworker that action must be taken within the prescribed timeframe. The tickler must alert the caseworker sufficiently in advance so that action can be taken before the time limit expires. |  |  | Choose an item. |  |
| 5.2.29 |  | Invoke workflow so that whenever the IV-D agency is expecting a response from another party, e.g., a locate source or a responding State in an interstate case, take automated actions if directed by business rules or notify the staff member. |  |  | Choose an item. |  |
| 5.3 | Review and Adjustment |  |  |  |  |  |
| 5.3.1 |  | The system must automatically support the review and adjustment of support obligations. The system must: | D-5 |  | Choose an item. |  |
| 5.3.2 |  | Identify and submit for review and adjustment cases that meet any of the following criteria:  a) upon the request of either parent and/or custodian/care-taker or state agency. b) if the case is active TANF, Foster Care or Medicaid and has support rights assigned to the State, and 36 months (or less, based on State option) have elapsed since either the order was established or the most recent review.  c) cases of incarcerated NCPs (for periods of time).  d) cases with ongoing support orders with an ordered payment of zero upon verification of a current employer. e) other cases identified by Connecticut as eligible for review. |  |  | Choose an item. |  |
| 5.3.3 |  | Invoke work flow tracking to track the review an adjustment process to ensure that the following timeframes are met:  a) Within 180 calendar days of determining that a review should be conducted or locating the non-requesting parent, whichever occurs later, complete the review and adjustment process. b) Within 14 days after issuance of any order modifying a child support obligation or a determination of no change in the amount of child support, the system must:  1.) alert the caseworker to provide each party with a copy of the order. 2.) in the case of a petition for modification, the system must generate a notice of determination that there should be no change in the amount of the child support award. |  |  | Choose an item. |  |
| 5.3.4 |  | Generate at least once every three years a notice to each parent of the right to request a review, and the place and manner in which the request should be made. The initial notice may be included in the order. |  |  | Choose an item. |  |
| 5.3.5 |  | Determine continuing exclusive jurisdiction (CEJ) prior to initiating any review and adjust actions and automatically take the next appropriate action, which may be notify the staff member of needed action. |  |  | Choose an item. |  |
| 5.3.6 |  | Identify cases in which the order does not include health insurance or medical coverage, automatically take any appropriate next actions, or notify the staff member if actions are necessary. |  |  | Choose an item. |  |
| 5.3.7 |  | For cases in which either parent requests a review, determine if a review is appropriate based on the age of the order, significant change possible in the order amount, or other criteria selected by the State. |  |  | Choose an item. |  |
| 5.3.8 |  | Generate all legal documents, forms, and letters necessary to complete the review and adjustment process. |  |  | Choose an item. |  |
| 5.3.9 |  | Record and maintain an image in the case the type of document generated, the addressee, and the date sent in the automated case record. After sending any document requiring a response: a) Collect income, asset, employment, and health insurance information through automated interfaces. b) Provide a means for entry and edit of data received (including the input of manually obtained financial information), both from interfaces and financial affidavits received from other sources.  c) Perform all necessary guideline calculations. d) Compare guideline calculation against quantitative standard developed by the State, if any. |  |  | Choose an item. |  |
| 5.3.10 |  | e) Provide all information and calculations to the caseworker for determination of whether an adjustment should be pursued. f) Generate notices to inform parents and/or care takers of proposed actions and their right to challenge such actions, and generate any documents necessary to seek an adjustment or handle an appeal of such action. |  |  | Choose an item. |  |
| 5.3.11 |  | All information received, and actions taken must be recorded in the automated case record. Data elements must indicate the amount of any adjustments, including the addition of health insurance to the order or the reason for no adjustment being pursued. |  |  | Choose an item. |  |
| 5.3.12 |  | Automatically generate a notice to each parent and/or care taker of all proceedings in which support obligations might be modified. |  |  | Choose an item. |  |
| 5.4 | Case Closure |  |  |  |  |  |
| 5.4.1 |  | The system must allow for case closure. The system must: | D-6 |  | Choose an item. |  |
| 5.4.2 |  | Identify cases eligible for case closure under criteria at 45 CFR 303.11(b)(1), (3), (4), (8), (9), & (10). as well as in the Final Rule of January 2017. For cases eligible for case closure, the system must initiate the case closure process, or alert the caseworker to review the case, and, if appropriate, initiate case closure. |  |  | Choose an item. |  |
| 5.4.3 |  | Interface with the Connecticut court's eFile to provide IV-D case close notification. |  |  | Choose an item. |  |
| 5.4.4 |  | Interface with the Department of Corrections/Justice to obtain expected release date, maximum release date, parole date, if the offense against the child/family, and other data for inclusion in the case closure decision rules, and take next appropriate action, including notification if staff member action is needed. |  |  | Choose an item. |  |
| 5.4.5 |  | Provide for supervisory review of cases either prior to, or following closure, and notify the caseworker of a decision not to close a case, or a determination that the case was improperly closed. |  |  | Choose an item. |  |
| 5.4.6 |  | Maintain identifying information on closed cases, such as parent and child names, Social Security Numbers, and dates of birth, with all case data maintained in an automated format that can be easily retrieved in an automated manner from the archived history file. |  |  | Choose an item. |  |
| 5.4.7 |  | Retain the entire history file of a closed case in an easily accessible automated manner for at least three years after case closure or until resolved under any auditable action. If any litigation, claim, negotiation, or other action has started prior to the expiration of the three-year period, the records must be maintained until final disposition or the end of the three-year period, whichever is later. |  |  | Choose an item. |  |
| 5.4.8 |  | For closed cases where the closure reason = failure to locate, AND child(ren) is not emancipated, IF locate information is verified for the NCP, take next appropriate action (e.g. reopen the case or alert staff member to possible reopen) based on established business rules. |  |  | Choose an item. |  |
| 5.4.9 |  | For closed cases where the closure reason = other identified reason codes, such as incarceration, AND child(ren) is not emancipated, IF locate information is verified for the NCP, take next appropriate action (e.g. reopen the case or alert staff member to possible reopen) based on established business rules. |  |  | Choose an item. |  |
| 5.4.10 |  | For closed cases where delinquency, arrearages, and/or unreimbursed public assistance is present, IF locate information is verified for the NCP, take next appropriate action (e.g. reopen the case or alert staff member to possible reopen) based on established business rules. |  |  | Choose an item. |  |
| 5.5 | Translations |  |  |  |  |  |
| 5.5.1 |  | Include a solution that automatically translates documents from Spanish (at a minimum) or another language to English and vice-versa. |  |  | Choose an item. |  |
| 5.6 | Case Action History |  |  |  |  |  |
| 5.6.1 |  | System must provide for automatic recording of events and significant data changes to the case action history |  |  | Choose an item. |  |
| 5.7 | Interstate Case Management |  |  |  |  |  |
| 5.7.1 |  | System must monitor interstate case and financial data providing automatic updates to the other states via CSENet |  |  | Choose an item. |  |
| 5.7.2 |  | System must maintain history of all the other State agencies that have been contacted regarding a specific case |  |  | Choose an item. |  |
| 5.7.3 |  | Initiating - System must track initiating cases for follow up and automatically generate status inquiries as appropriate |  |  | Choose an item. |  |
| 5.7.4 |  | Responding - System must track responding cases for information completion and refer them to appropriate process and jurisdiction |  |  | Choose an item. |  |
| 5.8 | Reports |  |  |  |  |  |
| 5.8.1 |  | Case Management reports - as identified in the RFP, and in JAD sessions |  |  | Choose an item. |  |

**6.0 Enforcement**

| **ID** | **General Description** | **Requirement Details** | **Federal Guide Section Ref.** | **Solution Description** | **Response Code** | **If requirement is not met, explain why?** |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |
| 6.1 | Support Inter- office and agency case management |  |  |  |  |  |
| 6.1.1 |  | The system used by OCSS must provide the functionality to support program operations that occur in multiple agencies and offices. The system must: |  |  | Choose an item. |  |
| 6.1.2 |  | Work seamlessly to accommodate casework among different offices and agencies, to include but not limited to:  1) The Attorney General’s Office (AGO), which is the legal counsel for the Child Support Program.  2) Support Enforcement Services (SES), Judicial Branch, responsible for court based enforcement and most modification processes. 3) Family Support Magistrates, Judicial Branch, responsible for adjudicating court cases in the Child Support / IV-D Program; Court Operations, of the Judicial Branch. 4) Fatherhood Initiative operations. 5) State Disbursement Unit. 6) Federal auditors. 7) State auditors. |  |  | Choose an item. |  |
| 6.1.3 |  | Provide the functionality to interface with the Connecticut court’s eFiling system for enhanced access to and provision of vital information during the legal process of a case (e.g., status of service of process, whether a case has been filed directly with the court, court dates, etc.) as well as updates of case participant data. |  |  | Choose an item. |  |
| 6.1.4 |  | Interface with eFiling so that the system contains all electronically stored documents |  |  | Choose an item. |  |
| 6.1.5 |  | Based on roles-based security, provide all parties access to a calendar shared with the magistrates and courts for scheduling OCSS and SES cases. |  |  | Choose an item. |  |
| 6.1.6 |  | Automatically enter scheduling information when available via an interface. |  |  | Choose an item. |  |
| 6.2 | Monitor Order Compliance |  |  |  |  |  |
| 6.2.1 |  | The system must automatically monitor compliance with support orders and initiate enforcement actions. The system must: | E-1 |  | Choose an item. |  |
| 6.2.2 |  | Automatically take the following actions to monitor and enforce support obligations:  a) Record and maintain the date the non-custodial parent fails to make payments in an amount equal to the support payable for one month or an earlier date in accordance with State law, and  b) By the beginning of the month following the month in which the non-custodial parent failed to make a payment equal to the support payable for one month, the system must automatically initiate income withholding and other appropriate enforcement actions. |  |  | Choose an item. |  |
| 6.2.3 |  | Continue to automatically monitor compliance with the support order provisions after enforcement action has been initiated. If monitoring reveals that the enforcement action is not effective, the system must initiate additional action when appropriate, e.g., liens and bonds. |  |  | Choose an item. |  |
| 6.2.4 |  | Identify cases qualifying for credit bureau reporting and automatically transmit them and provide periodic updates of case financial data to the credit bureaus. |  |  | Choose an item. |  |
| 6.2.5 |  | Support automated efforts to suspend and reinstate licenses, including but not limited to drivers, recreational, and professional licenses, on qualifying cases. |  |  | Choose an item. |  |
| 6.2.6 |  | Support administrative income withholding activities when specified delinquency criteria are met, including automatically re-instituting an arrears payment obligation from a prior court order when arrears subsequently re-accumulate. |  |  | Choose an item. |  |
| 6.2.7 |  | Automatically take available actions or notify staff member if manual review and decision making is required based on business rules for: 1) Lottery intercepts 2) Unclaimed property identification 3) FCR referrals that create a lien. |  |  | Choose an item. |  |
| 6.2.8 |  | Accommodate CT-specific rules regarding Final Balance settlement (reduces the balance to a lump sum payment). |  |  | Choose an item. |  |
| 6.2.9 |  | Integrate Fatherhood Initiative processes into the order compliance process. |  |  | Choose an item. |  |
| 6.2.10 |  | Determine when sufficient case information exists, whether from interfaces or manual entry, to take action based on CT rules and automatically take the next action whenever possible, or alert the staff member to review the case for action. |  |  | Choose an item. |  |
| 6.2.11 |  | Provide for workflow and document flow edits and controls based on state defined business rules in all actions that the systems takes/initiates to ensure control of action criteria and resultant actions. |  |  | Choose an item. |  |
| 6.2.12 |  | Support employer enforcement activities, including form /notice generation, activity workflow, and activity scheduling. |  |  | Choose an item. |  |
| 6.3 | Court Specific Actions |  |  |  |  |  |
| 6.3.1 |  | Support CT Court Actions. |  |  |  |  |
| 6.3.2 |  | Maintain all data fields required for or resulting from any court actions. |  |  | Choose an item. |  |
| 6.3.3 |  | Provide for universal CT wide judicial forms for both IV-D and non-IV-D actions. |  |  | Choose an item. |  |
| 6.3.4 |  | Interface with the judicial systems for form creation and version tracking (includes judicial, federal, and other entities.) Accept prototype and templates for all agencies when possible. |  |  | Choose an item. |  |
| 6.3.5 |  | Have the ability to interface with or upload, or create within the system, CT specific cash register information, which includes information on payments made in the offices, generation of receipts, and necessary end of day reconciliation as well as a real-time way solution for processing cash payments. |  |  | Choose an item. |  |
| 6.3.6 |  | Ability to summarize what is known on each individual based on CT business rules - preferable real time - for use in the court. |  |  | Choose an item. |  |
| 6.3.7 |  | Ability to collect and analyze information regarding a "present ability to pay." (Final Rule, January 2017). |  |  | Choose an item. |  |
| 6.3.8 |  | Monitor, track, and age all court actions, e.g. civil contempt, criminal contempt, to ensure actions proceed in accordance with established business rules. |  |  | Choose an item. |  |
| 6.3.9 |  | The system must provide for court-ordered exemptions from specific enforcement remedies. It must record the establishment and removal of exemptions to the case chronology and incorporate specific exemptions into enforcement monitoring logic. |  |  | Choose an item. |  |
| 6.4 | Income Withholding |  |  |  |  |  |
| 6.4.1 |  | The system must support administrative income withholding activities. The system must: | E-2 |  | Choose an item. |  |
| 6.4.2 |  | Automatically initiate income withholding for all support orders established or modified on or after November 1, 1990 (immediate withholding cases) unless the administrative/judicial order indicates that: a) There is a demonstration of good cause for not withholding which is acceptable to the court or administrative authority, or b) The parties have signed an agreement for an alternative arrangement. |  |  | Choose an item. |  |
| 6.4.3 |  | Initiate income withholding for support obligations if arrearages occur, without the need for a judicial or administrative hearing, on cases not subject to immediate withholding initiate withholding on the earliest of: a) The date on which the non-custodial parent fails to make payments in an amount equal to the support payable for one month, b) The date on which the non-custodial parent requests withholding begin, c) The date on which the custodial parent requests withholding begin, if the State approves the request, or d) Such earlier date in accordance with State law. |  |  | Choose an item. |  |
| 6.4.4 |  | Accommodate rules to capture special accounts and obligation types, (e.g. 20% extra for current support). |  |  | Choose an item. |  |
| 6.4.5 |  | Assure that account(s) follow the child when custodial parties change. |  |  | Choose an item. |  |
| 6.4.6 |  | Handle Unreimbursed Public Assistance (URA) in accordance with business rules. |  |  | Choose an item. |  |
| 6.4.7 |  | For immediate and initiated withholding cases, within two business days of the date the system receives notice of income and income source from a court, another State, employer, the Federal Parent Locator Service, or another source recognized by the State, or the date information regarding a newly hired employee is entered into the State Directory of New Hires, automatically generate a notice to the employer, which informs the employer:  a) Of the amount to be withheld from the non-custodial parent’s wages and a Statement that the amount actually withheld for support purposes, including a fee, may not be in excess of the maximum amounts permitted under the Consumer Credit Protection Act. |  |  | Choose an item. |  |
| 6.4.8 |  | b) That the employer must send the amount to the State Disbursement Unit (SDU) within seven business days of the date the non-custodial parent (NCP) is paid, and must report to the SDU the date on which the amount was withheld from the NCP’s wages except when the State meets all Federal requirements for an SDU and elects to use the date of receipt by the SDU as the date of collection, |  |  | Choose an item. |  |
| 6.4.9 |  | c) That the employer may deduct a fee established by the State for administrative costs incurred for each withholding, if the State permits a fee to be deducted. d) That the withholding is binding on the employer until further notice by the State, |  |  | Choose an item. |  |
| 6.4.10 |  | e) That the employer is subject to a fine for discharging a NCP from employment, refusing to employ, or taking disciplinary action against the NCP because of the withholding, For immediate and initiated withholding cases, the system must, within two business days of the date the system receives notice of income and income source from a court, another State, employer, the Federal Parent Locator Service, or another source recognized by the State, or the date information regarding a newly hired employee is entered into the State Directory of New Hires, automatically generate a notice to the employer, which informs the employer: |  |  | Choose an item. |  |
| 6.4.11 |  | f) That, if the employer fails to withhold income in accordance with the provisions of the notice, the employer is liable for the accumulated amount the employer should have withheld from the NCP’s income. g) That the withholding shall have priority over any other legal process under State law against the same income. h) That the employer may combine withheld amounts from NCPs income in a single payment to each State Disbursement Unit requesting withholding and separately identify the portion of the single payment which is attributable to each individual NCP. |  |  | Choose an item. |  |
| 6.4.12 |  | For immediate and initiated withholding cases, also accommodating the CT Department of Labor interface, within two business days of the date the system receives notice of income and income source from a court, another State, employer, the Federal Parent Locator Service, or another source recognized by the State, or the date information regarding a newly hired employee is entered into the State Directory of New Hires, automatically generate a notice to the employer, which informs the employer:  i) That the employer must withhold from the noncustodial parent’s income the amount specified in the notice and pay such amount to the SDU within seven business days after the date the income would have been paid to the NCP, and  j) That the employer must notify the State promptly when the NCP terminates employment and provide the NCP’s last known address and the name and address of the NCP’s new employer, if known. |  |  | Choose an item. |  |
| 6.4.13 |  | For initiated withholding, send a notice to the NCP which informs the NCP :  a) That the withholding has commenced.  b) Of the amount of overdue support that is owed and the amount to be withheld. c) That the provisions of withholding apply to any current or subsequent employer or period of employment.  d) Of the procedures available for contesting the withholding and that the only basis for contesting is a mistake of fact. e) Of the information contained in the employer’s notice. |  |  | Choose an item. |  |
| 6.4.14 |  | If a non-custodial parent contests withholding, automatically generate the documents required to inform a non-custodial parent of: a) The State’s decision, and b) If withholding is modified, the amount to be withheld and the effective date of the change. |  |  | Choose an item. |  |
| 6.4.15 |  | Automatically generate the data to populate the data elements and print a copy of the Standardized Income Withholding form to the non-custodial parent’s employer to initiate withholding within two business days after the case becomes subject to withholding. |  |  | Choose an item. |  |
| 6.4.16 |  | Automatically generate all notices and letters needed to support income withholding activities, including enforcement forms and letters when employers are not in compliance. |  |  | Choose an item. |  |
| 6.4.17 |  | Automatically takes next actions and initiate workflow management when employers are not in compliance with program requirements. |  |  | Choose an item. |  |
| 6.4.18 |  | Maintain information in the automated case record on the documents generated in support of income withholding, including:  a) The type of document b) The recipient of the document.  c) The date and method (mail or other electronic means) the document was sent. |  |  | Choose an item. |  |
| 6.4.19 |  | Receive information regarding income withholding which is electronically transmitted by the employer to the State’s bank: a) the State must offer all employers the option of using Electronic Funds Transfer/ Electronic Data Interchange (EFT/EDI) for the transmittal of income withholdings to the SDU, and b) Notices to employers must contain information regarding the procedures and format to be used in submitting withholdings using EFT/EDI. |  |  | Choose an item. |  |
| 6.4.20 |  | Receive information regarding income withholding which is electronically transmitted by the employer to the State’s bank: c) EFT/EDI procedures and formats must conform to the requirements defined by the National Automated Clearinghouse Association (NACHA).  1.) The system must process income withholdings transmitted in both the Cash Concentration and Disbursement Plus (CCD+) and Corporate Trade Exchange (CTX) NACHA payment formats.  2.) The system must process income withholdings and corresponding remittance data transmitted using the NACHA endorsed EFT/EDI standard format for child support collections (the Child Support Application Banking Convention). |  |  | Choose an item. |  |
| 6.4.21 |  | In order to record the date of collection for income withholding cases when the State has not opted to use the date of receipt by the State as the date of collection, the State system and any SDU front-end system must accept from the employer the date of withholding (i.e., date of collection). |  |  | Choose an item. |  |
| 6.4.22 |  | Automatically allocate amounts received by withholding, when there is more than one notice for withholding against the non-custodial parent, among obligations subject to withholding with priority given to current support. |  |  | Choose an item. |  |
| 6.4.23 |  | Provide IV-D staff members with online access to automated sources of non-custodial parent employer and wage information maintained by the State, by either establishing an electronic link or by obtaining an extract of the database and placing it online. |  |  | Choose an item. |  |
| 6.4.24 |  | Automatically generate delinquency aging reports to monitor employer compliance with withholding orders. |  |  | Choose an item. |  |
| 6.4.24 |  | Track and control dates to ensure that the following timeframes are met: a) Within 20 calendar days of determining that withholding is required in a particular case, and, if appropriate, receipt of any information required to carry out withholding, the system must generate a notice to the IV-D agency of the State where the non-custodial parent is employed to implement interstate withholding. The notice must include all information necessary to carry out withholding, including the amount to be withheld, a copy of the order, and a Statement of amount of arrears, if appropriate, and b) Within 30 calendar days of receipt of request for information from the initiating State, the system in the State where the support order is entered must generate a notice to provide the information necessary to carry out the withholding. |  |  | Choose an item. |  |
| 6.4.25 |  | When the non-custodial parent is no longer employed in the State, generate a notice to the State where the custodial parent is receiving IV-D services which includes the name and address of the non-custodial parent and employer, if known. |  |  | Choose an item. |  |
| 6.4.26 |  | Identify case in which there are two or more verified employers allowing an employer to be designated as "primary" and take the next action, including notification of the staff member, and initiate workflow when the primary employer withholding is not meeting the full obligation(s). |  |  | Choose an item. |  |
| 6.4.27 |  | Send and receive electronic versions of the income withholding order (eIWO). |  |  | Choose an item. |  |
| 6.4.28 |  | Offer and maintain and Employer Data Base. (For Employer through an employer portal) |  |  | Choose an item. |  |
| 6.4.29 |  | Support enforcement remedies via interfaces with other agencies. System should be able to send an income withholding notice to DFAS in case of military members (active, reserve, National Guard, retired) and civilian personnel working for DoD or other Federal agencies services by DFAS. System should be able to send an income withholding notice to the U.S. Coast Guard Pay and Personnel Center if the obligor is Coast Guard (active, retired military, or civilian personnel). The system should be able to suppress sending an income withholding directly to an employer in another state if the state already has an intergovernmental case open. |  |  | Choose an item. |  |
| 6.5 | Federal Tax Offset |  |  |  |  |  |
| 6.5.1 |  | The system automatically must support Federal tax refund offset. The system must: | E-3 |  |  |  |
| 6.5.2 |  | Automatically identify and allow for State initiated exclusions for IV-A and Foster Care cases where the amount of past-due support owed is not less than $150. The State may combine assigned support amounts from the same obligor in multiple cases to reach $150. |  |  |  |  |
| 6.5.3 |  | Automatically identify and allow for State initiated exclusions any other cases where:  a) The support is owed to or is on behalf of a child. b) The amount of support owed is not less than $500. The State may combine support amounts from the same obligor in multiple cases where the IV-D agency is providing IV-D services under 45 CFR 302.33 to reach $500.  c) The support is owed on behalf of a spouse, when the custodial parent is living with the child and child and spousal support are included in the same order.  d) The support is owed on behalf of a disabled adult with a current support order, who is deemed disabled, as a minor, under Title II or XVI of the Social Security Act (SSA).  e) At State option, the amount has accrued since the IV-D agency began to enforce the support order. f) The State has checked to determine if a IV-A or Foster Care maintenance assigned arrearage exists with respect to the non-IV-A individual or family. |  |  | Choose an item. |  |
| 6.5.4 |  | Provide for an automated interface with SSA’s communication network(currently Connect:Direct) to electronically transmit the required case information to the extent specified by OCSE in instructions to include, at a minimum:  a) The name and Social Security Number of the taxpayer who owes the past-due support,  b) The amount of past-due support certified as owed,  c) The State’s FIPS and local code (used to provide State/local contact information to obligors on pre-offset notices), and  d) Case type indicator. |  |  | Choose an item. |  |
| 6.5.5 |  | Generate automated files to notify OCSE of deletions to amounts previously referred for offset or significant changes, as defined by State guidelines. |  |  | Choose an item. |  |
| 6.5.6 |  | Automatically generate required notices and documents including:  a) An advance notice to the non-custodial parent that his/her past-due support will be referred to the IRS for collection that includes the information contained in 45 CFR 303.72(e)(1). If the State chooses, it can request that the notice be sent by OCSE. b) A notice to the appropriate party of the time and place of an administrative review of a complaint regarding the offset. c) intentionally omitted, referred to custodial parent noticing d) Documents needed to refund excess amounts to parents, |  |  | Choose an item. |  |
| 6.5.7 |  | Automatically generate required notices and documents, while allowing for table driven exclusion codes, actions, dates, and injured spouse holds including:  e) A notice referring the non-custodial parent to the IRS in cases where a complaint has been received concerning a joint refund which has been offset.  f) Documents and notices for the post-offset appeal process, if required by State law.  g) A CSENet notice to the initiating State of a request for an administrative review.  h) A CSENet notice to the responding State of the results of an administrative review in cases where an offset has already been made. i) A CSENet notice to the responding State when the offset is received. |  |  | Choose an item. |  |
| 6.5.8 |  | Prior to submittal, automatically verify the non-custodial parent’s name, Social Security Number, and amount referred for offset, using automated interfaces (where applicable) with State agencies and other sources. |  |  | Choose an item. |  |
| 6.5.9 |  | Enter in the automated case history all offset pre-offset and submittal information, actions, notifications, and results including:  a) That an offset has been initiated.  b) The date submitted. c) The year the tax refund offset is processed.  d) The administrative review State. e) Whether the offset is a joint tax return. |  |  | Choose an item. |  |
| 6.5.10 |  | Track actions to ensure that the following timeframes are met:  a) Within 10 days of the non-custodial parent’s request for an administrative review in the State with the order, the submitting State must provide the State with the order all necessary information. b) Within 45 days of receipt of the information from the submitting State, the system of the State with the order must:  1.) Generate required notices to the appropriate party indicating the time and place of the administrative review. 2.) Track the date of the review and decision. |  |  | Choose an item. |  |
| 6.6 | State Tax Offset |  |  |  |  |  |
| 6.6.1 |  | The system must automatically support State tax refund offset. The system must: | E-4 |  | Choose an item. |  |
| 6.6.2 |  | Identify cases that the State has determined are appropriate for State tax refund offset, providing exclusions for injured spouse claims. |  |  | Choose an item. |  |
| 6.6.3 |  | Prior to submittal automatically verify the non-custodial parent’s name, Social Security Number, amount of past-due support, and amount referred for offset using automated interfaces (where applicable). |  |  | Choose an item. |  |
| 6.6.4 |  | Notify the appropriate State agency or office of deletions or significant decreases to amounts previously referred for offset. |  |  | Choose an item. |  |
| 6.6.5 |  | Using Connecticut required documents, automatically generate all required documents and notices including: a) An advance notice to the custodial parent receiving service under 45 CFR §302.33 informing her/him that, for cases in which an assignment of support rights is made, amounts collected which represent specific dollar amounts designated in the support order for medical purposes will be distributed under 45 CFR §302.51(c). b) An advance notice informing the non-custodial parent that his/her past-due support will be referred for offset and of the opportunity to contest the referral.  c) A notice to the non-custodial parent and, in non-IV-A cases, the custodial parent of the time and place of an administrative review of a complaint regarding the offset, |  |  | Choose an item. |  |
| 6.6.6 |  | Automatically generate all required documents and notices and indicate in the record whether paper (mail) or other electronic means:  d) Documents needed to refund excess amounts. e) Documents required to notify the initiating State of the results of an administrative review in cases where an offset has been made. |  |  | Choose an item. |  |
| 6.6.7 |  | Automatically:  a) Submit identified cases annually. b) Receive from the responsible State office information pertaining to the non-custodial parents’ home address and Social Security Number(s). |  |  | Choose an item. |  |
| 6.6.8 |  | Maintain all offset submittal information, actions, and results in the automated client record including:  a) The date submitted.  b) The year the tax return to be offset was filed. c) The year the tax refund offset is processed. d) The tax year the offset is processed against.  e) The administrative review State. f) Whether the offset is against a joint tax return. |  |  | Choose an item. |  |
| 6.7 | Process Liens and Bonds |  |  |  |  |  |
| 6.7.1 |  | The system must automatically identify, initiate, and monitor enforcement actions using liens and bonds. The system must: | E-5 |  | Choose an item. |  |
| 6.7.2 |  | Automatically identify and maintain information on cases for which it would be appropriate, under State guidelines, to use a lien or secure a bond, generating the correct lien documents/ notifications, including automated calculation and inclusion of arrears data, and recording whether paper or electronic, based on business rules. |  |  | Choose an item. |  |
| 6.7.3 |  | Recognize, accept, and initiate workflows for any court actions that involve bonds. |  |  | Choose an item. |  |
| 6.7.4 |  | Automatically produce bond documents / notices, and track actions, for court actions. |  |  | Choose an item. |  |
| 6.7.5 |  | Generate the documents /notifications required to record or serve a lien in another State. |  |  | Choose an item. |  |
| 6.7.6 |  | Automatically generate the required documentation and notify the caseworker to offset the bond when the current support payment is not received. |  |  | Choose an item. |  |
| 6.7.7 |  | Automatically generate the required documentation and notify the caseworker to remove the lien and/or restore the bond when the past-due support is received. |  |  | Choose an item. |  |
| 6.8 | Support Unemployment Compensation Intercept |  |  |  |  |  |
| 6.8.1 |  | Where action is appropriate under State guidelines, the system must support Unemployment Compensation Intercept (UCI). The system must: | E-6 |  | Choose an item. |  |
| 6.8.2 |  | Support both judicial and administrative activities required by CT business practices. |  |  | Choose an item. |  |
| 6.8.3 |  | Automatically receive UC information from the State Employment Security Agency (SESA). |  |  | Choose an item. |  |
| 6.8.4 |  | Automatically screen information provided by the SESA to determine: a) Which individuals applying for or receiving unemployment compensation owe support obligations being enforced by the IV-D agency, and b) Which cases meet the State’s criteria for pursuing UCI. |  |  | Choose an item. |  |
| 6.8.5 |  | Automatically or on-demand generate all documents / notifications required to enforce UCI either through a voluntary agreement or, in cases that meet selection criteria, through legal processes pursuant to State or local law. |  |  | Choose an item. |  |
| 6.8.6 |  | Generate an automated file containing all cases eligible for UCI and transfer this file to the SESA using an electronic interface. |  |  | Choose an item. |  |
| 6.8.7 |  | If requested and not provided through other means, automatically generate receipts for individuals who request a receipt for the support paid through UCI. |  |  |  |  |
| 6.9 | Credit Agency Reporting |  |  |  |  |  |
| 6.9.1 |  | The system must forward arrearage information to credit reporting agencies. The system must: | E-7 |  | Choose an item. |  |
| 6.9.2 |  | Automatically identifying cases that meet the State’s criteria for providing arrearage information to the credit reporting agencies. |  |  | Choose an item. |  |
| 6.9.3 |  | Automatically generate a file (extract) or provide via an interface, arrearage information for submission to credit reporting agencies. At a minimum, this information must include: a) The name of the non-custodial parent who owes the delinquency/arrearage, and b) The amount of the delinquency/arrearage. |  |  | Choose an item. |  |
| 6.9.4 |  | Prior to releasing the information, automatically generate an advance notice to the non-custodial parent to inform him/her of: a) The proposed release of the information, and b) The methods available for contesting the accuracy of the information. |  |  | Choose an item. |  |
| 6.9.5 |  | Monitor whether the non-custodial parent responds to the advance notice, record the date the response is received, and automatically generate any further documentation/ notices and initiate activity tracking required due to the response, including requests for hearings. |  |  | Choose an item. |  |
| 6.10 | IRS Full Collection |  |  |  |  |  |
| 6.10.1 |  | The system must support enforcement through IRS full collection services when previous enforcement attempts have failed. The system must: | E-8 |  | Choose an item. |  |
| 6.10.2 |  | Automatically identify those cases in which:  a) A court or administrative order for support has been issued.  b) the amount to be collected under the support order is at least $750 in arrears. c) At least six months has elapsed since the last request for referral to the Secretary of the Treasury. d) The State requesting the referral has an assignment of support rights under 45 CFR §301.1, or an application or referral under 45 CFR §302.33. e) Reasonable efforts to collect support through the State’s own collection mechanisms have been made by the IV-D agency, client, or client's representative. |  |  | Choose an item. |  |
| 6.10.3 |  | Maintain information necessary to submit a request for IRS full collection services, including:  a) The non-custodial parent’s name, Social Security Number, address, and place of employment. b) Amount owed under support orders. c) Amounts previously referred to IRS for collection. d) Dates of previous referrals to IRS for collection. e) Previous enforcement actions taken in the case and the reasons for failure. f) Information about the non-custodial parent’s income and assets, including their nature and location if known,. g) Source of information, and h) Date information was verified. |  |  | Choose an item. |  |
| 6.10.4 |  | Support the notification of the appropriate ACF Regional Office of changes to the amount of support due, the nature or location of assets, or address of the debtor. |  |  | Choose an item. |  |
| 6.11 | Reinitiate Enforcement Actions |  |  |  |  |  |
| 6.11.1 |  | In cases where previous enforcement attempts have failed, the system must periodically reinitiate enforcement actions. The system must: | E-9 |  | Choose an item. |  |
| 6.11.2 |  | Automatically track dates/time periods and take required actions to reinitiate enforcement actions where previously actions were unsuccessful. |  |  | Choose an item. |  |
| 6.12 | Spousal Support |  |  |  |  |  |
| 6.12.1 |  | The system must support the enforcement of spousal support. The system must: | E-10 |  | Choose an item. |  |
| 6.12.2 |  | Record, monitor, and take appropriate actions on spousal support obligations when:  a) A spousal support order has been established. b) The spouse or former spouse is living with the child(ren). c) The support order established for the child(ren) is being enforced under the IV-D State plan.  d) when a IV-D case with spousal support becomes spousal support only. |  |  | Choose an item. |  |
| 6.12.3 |  | Initiate necessary enforcement actions when a delinquency is identified. |  |  | Choose an item. |  |
| 6.13 | Medical Support |  |  |  |  |  |
| 6.13.1 |  | The system must automatically monitor compliance with and support the enforcement of medical support provisions contained within support orders. The system must: | E-11 |  | Choose an item. |  |
| 6.13.2 |  | The system must electronically interface with the State Title XIX system to automatically exchange information required to enforce medical support provisions of the order. |  |  | Choose an item. |  |
| 6.13.3 |  | The system must automatically generate the National Medical Support Notice for all support orders with a provision for health insurance coverage unless a court or administrative order indicates alternative health care coverage rather than employer-based coverage. |  |  | Choose an item. |  |
| 6.13.4 |  | The system must, within two business days after entry of employment information in the State Directory of New Hire regarding an employee who is ordered to provide health care coverage in a IV-D case, automatically transfer the National Medical Support Notice to the employer. |  |  | Choose an item. |  |
| 6.13.5 |  | If a parent contests withholding, the system must automatically generate the documents required to inform the parent ordered to provide health coverage of : a) The State’s decision, and b) If withholding is to be modified, the nature and effective date of the change. |  |  | Choose an item. |  |
| 6.13.6 |  | The system must promptly generate a notice to the employer when there is no longer a current order for health insurance coverage enforceable by the IV-D agency. |  |  | Choose an item. |  |
| 6.13.7 |  | The system must automatically generate all notices and letters needed to support medical support activities, including enforcement forms and letters when employers/health insurance plan administrators are not in compliance. |  |  | Choose an item. |  |
| 6.13.8 |  | The system must alert the caseworker when information required to fulfill a medical support order has not been received, and must automatically generate required documents to secure the information. |  |  | Choose an item. |  |
| 6.13.9 |  | The system must automatically monitor employer and non-custodial parent compliance with ordered medical support provisions and prompt needed caseworker action when there is a failure to comply with such orders. |  |  | Choose an item. |  |
| 6.13.10 |  | The system must periodically exchange data electronically with the State Title XIX agency to determine if there have been lapses in health insurance coverage. |  |  | Choose an item. |  |
| 6.13.11 |  | The system must, at least once, request employers and other groups offering health insurance coverage to notify the IV-D agency of changes and/or lapses in health insurance coverage. |  |  | Choose an item. |  |
| 6.13.12 |  | Optional functionality, the system should be able to accept information on children eligible for Tricare coverage from the FCR match with Department of Defense’s DEERS system. |  |  | Choose an item. |  |
| 6.14 | Administrative Interstate Enforcement |  |  |  |  |  |
| 6.14.1 |  | Administrative Enforcement Interstate: (AEI). The system must: | E-12 |  | Choose an item. |  |
| 6.14.2 |  | Automatically identifying cases that meet the State’s criteria for matching of other State’s financial institutions or other entities where assets may be found. |  |  | Choose an item. |  |
| 6.14.3 |  | Transmit to the assisting State or use a service provider (e.g., IDEC or MI FIDM Alliance):  a) Amount of support under an order the payment of which is in arrears,  b) Certification that the requesting State has complied with all procedural due process requirements applicable to each case. |  |  | Choose an item. |  |
| 6.14.4 |  | Recognize ability to enter request into the assisting State’s CSE system as if the case were intrastate, to be matched with financial institution account information, without considering the case as transferred to the caseload of the assisting State. |  |  | Choose an item. |  |
| 6.14.5 |  | Send collections via electronic funds transfer/electronic data interchange (EFT/EDI) or direct the financial institution to send the funds seized directly to the requesting State using the EFT/EDI NACHA endorsed FIDM codes. |  |  | Choose an item. |  |
| 6.14.6 |  | Track information including: Number of such requests for assistance received, number of cases for which the State collected support in response to request and the amount of such collected support, and include the amount of collections on lines 2d and 2f on OCSE Form 34A. |  |  | Choose an item. |  |
| 6.15 | License Suspension |  |  |  |  |  |
| 6.15.1 |  | The system must support procedures under which the State has (and uses in appropriate cases) authority to withhold or suspend, or to restrict the use of driver’s licenses, professional and occupational licenses, and recreational and sporting licenses of individuals owing overdue support or failing, after receiving appropriate notice, to comply with subpoenas or warrants relating to paternity or child support proceedings. The system must: | E-13 |  | Choose an item. |  |
| 6.15.2 |  | Automatically, on a periodic basis based on business rules, identify cases that meet the State’s arrears based license suspension criteria (e.g., licensed NCP arrears exceed a certain dollar threshold). |  |  | Choose an item. |  |
| 6.15.3 |  | Automatically generate a notice of potential license suspension to each non-custodial parent with a IV-D case that meets the State’s license suspension criteria. |  |  | Choose an item. |  |
| 6.15.4 |  | Automatically alert the caseworker to take appropriate action if the non-custodial parent does not respond to the notice of potential license suspension within a timeframe specified by the State. |  |  | Choose an item. |  |
| 6.15.5 |  | Automatically generate all other documents / notifications needed to support the license suspension process, or at a minimum, prompt the caseworker to take action through the system to generate documents in support of such process. |  |  | Choose an item. |  |
| 6.15.6 |  | Support the State’s license suspension process through electronic interface(s) and communication with other State agencies. |  |  | Choose an item. |  |
| 6.16 | Passport Denial |  |  |  |  |  |
| 6.16.1 |  | The system must support the State’s procedures for passport denial. The system must: | E-14 |  | Choose an item. |  |
| 6.16.2 |  | Identify individuals who owe in excess of $2,500 in arrearage. |  |  | Choose an item. |  |
| 6.16.3 |  | Generate notices to such individuals of the determination and consequences, and provide opportunity to contest the determination. |  |  | Choose an item. |  |
| 6.16.4 |  | In the NCP responds to notification, generate all required notifications, and initiate tracking and aging of the required next action, e.g. hearings. |  |  | Choose an item. |  |
| 6.17 | Financial Data Institution Data Match |  |  |  |  |  |
| 6.17.1 |  | The CSES or an alternative system must support procedures under which the State conducts data matches with financial institutions (FIDM), using automated data exchanges to the maximum extent feasible. The system must: | E-15 |  | Choose an item. |  |
| 6.17.2 |  | a) Produce an electronic file of delinquent obligors (in the standard FIDM Inquiry File format1) to be transmitted to financial institutions (FI) electing Method Two (Matched Accounts Method). b) Accept files (in the standard FIDM Account File format) from FIs electing Method One (All Accounts Method). c) Perform matches for FIs electing Method One (All Accounts Method). d) Accept matched files (in the standard FIDM Match File format) received from FIs electing Method Two (Matched Accounts Method) and from Multi-State FIDM (MS-FIDM). e) Identify (flag) delinquent obligors for the MS-FIDM process on the Federal Income Tax Refund Offset file. |  |  | Choose an item. |  |
| 6.17.3 |  | Provide for edits and controls based on state defined business rules to controls when CT will use FIDM in support of interstate contracts with the financial institutions. |  |  | Choose an item. |  |
| 6.17.4 |  | Automatically generate CT specific FIDM contract documentation. |  |  | Choose an item. |  |
| 6.17.5 |  | Include and use in FIDM next action determination an editable, based on roles based security, table of all financial institutions CT interfaces with that includes, at a minimum, demographics, history, and requirements for interfaces. |  |  | Choose an item. |  |
| 6.17.6 |  | Automatically update the case record when a match occurs to include, at a minimum, the name of the financial institution and the record address of the non-custodial parent. |  |  | Choose an item. |  |
| 6.17.7 |  | Produce a hard copy report (or form such as a subpoena) for use with those financial institutions not participating in an automated match. |  |  | Choose an item. |  |
| 6.17.8 |  | Produce all documents necessary to attach an asset held by a financial institution or, at a minimum, prompt the caseworker to take action through the system to generate documents in support of the attachment of such an asset. |  |  | Choose an item. |  |
| 6.18 | Administrative Offset |  |  |  |  |  |
| 6.18.1 |  | The system must support administrative offset. The system must: | E-16 |  | Choose an item. |  |
| 6.18.2 |  | a) Automatically identify cases where the amount of support owed is not less than $25, and the support has been delinquent for 30 days or longer. b) Automatically generate required notices and documents including an advance notice to the non-custodial parent that his/her past-due support will be referred to the IRS for collection that includes the information contained in 45 CFR 303.72(e)(1). c) Electronically transmit administrative offset requests via Connect: Direct with the Federal Tax offset requests. The required data elements include: the name, SSN of the individual who owes the past-due support, the amount of past-due support certified as owed, the State’s FIPS, and the case indicator type. d) Electronically transmit any other information prescribed by ACF in instructions that are issued periodically in the form of an Action Transmittal (i.e. OCSE-AT-99-14). |  |  | Choose an item. |  |
| 6.19 | Insurance Match |  |  |  |  |  |
| 6.19.1 |  | The system must be able to submit and receive information electronically about insurance matches. The system must: | E-17 |  | Choose an item. |  |
| 6.19.2 |  | Be capable of automatically identifying cases that meet the State’s criteria for submitting for insurance match. The obligor must be associated with an active case, must not be excluded from the insurance match, and must have an arrearage of at least $25. |  |  | Choose an item. |  |
| 6.19.3 |  | Automatically submit the following information as required for electronic transmission of the Federal tax refund offset file to OCSE. At a minimum, insurance match eligible obligor information must include:  a) Obligor name.  b) Obligor SSN. c) Obligor DOB. d) Obligor address. e) Obligor state. f) Case ID, g) Case type.  h) Arrears balance. |  |  | Choose an item. |  |
| 6.19.4 |  | Process data returned from OCSE as outlined in the Federal Parent Locator Service, Federal Case Registry, Release 07-01 – Minor, Release Specifications which includes Insurance Match Specifications. |  |  | Choose an item. |  |
| 6.19.5 |  | Automatically generate documents/ notices required to impose a lien on insurance sources and notify appropriate entities and staff members or the generation. |  |  | Choose an item. |  |
| 6.19.6 |  | Automatically generate required notices to the NCP. |  |  | Choose an item. |  |
| 6.19.7 |  | Automatically record in the case file key events associated with the insurance match. |  |  | Choose an item. |  |
| 6.19.8 |  | Include in processing matches with CT's State Based Insurance Marketplace and the Medicaid agency Third Party Liability (TPL) information. |  |  | Choose an item. |  |
| 6.20 | Lottery Intercept |  |  |  |  |  |
| 6.20.1 |  | The system must have the capability to process a lottery winners file, detect matches with delinquent obligors and initiate the lottery intercept enforcement remedy by producing the necessary documents needed to withhold child support from the lottery winnings. The system must track and produce the necessary documents to resolve the intercept. |  |  | Choose an item. |  |
| 6.21 | Reports |  |  |  |  |  |
| 6.21.1 |  | Enforcement reports - as identified in the RFP, and in JAD sessions |  |  | Choose an item. |  |
|  |  |  |  |  |  |  |

**7.0 Financial Management**

|  | **General Description** | **Requirement Details** | **Federal Guide Section Ref.** | **Solution Description** | **Response Code** | **If requirement is not met, explain why?** |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |
| 7.1 | Case Billing |  |  |  |  |  |
| 7.1.1 |  | With the exception of those cases with income withholding in force, the system must automatically bill cases with obligations. The system must: | F-1 |  | Choose an item. |  |
| 7.1.2 |  | Automatically generate billing notices to non-custodial parents, including a Statement of account containing the correct amount of current and past due support. |  |  | Choose an item. |  |
| 7.1.3 |  | Have the ability to create bills and coupons on demand. |  |  | Choose an item. |  |
| 7.1.4 |  | Have the ability to submit bills electronically and to suppress, for established reasons, billing and notifications. |  |  | Choose an item. |  |
| 7.1.5 |  | Support varied payment/collection cycles, e.g., weekly, monthly, etc. |  |  | Choose an item. |  |
| 7.1.6 |  | Provide for supervisory-authorized review either prior to or following billing suppression or adjustments and must notify the worker of decision not to suppress or adjust billing, or determination that billing suppression or adjustment was inappropriate. |  |  | Choose an item. |  |
| 7.1.7 |  | Provide for payment identification, e.g., return stubs or coupons supporting various payment frequencies. |  |  | Choose an item. |  |
| 7.2 | Process Payments |  |  |  |  |  |
| 7.2.1 |  | The system must automatically process all payments received. The system (and SDU system if appropriate) must: | F-2 |  | Choose an item. |  |
| 7.2.2 |  | Must accept and uniquely identify all payments. |  |  |  |  |
| 7.2.3 |  | Ability to accept electronic payment (e.g. credit or debit cards, and other types of electronic payments). Have the ability to accept payments through Client portals |  |  | Choose an item. |  |
| 7.2.4 |  | The system must provide for processing of employment withholding. The system must allocate the intercept toward current support obligations based on State and federal allocation policy. |  |  | Choose an item. |  |
| 7.2.5 |  | Provide financial controls for posting and balancing all payment transactions. |  |  | Choose an item. |  |
| 7.2.6 |  | Require that all reconciliation actions are taken within the system. |  |  | Choose an item. |  |
| 7.2.7 |  | Support creation of ad-hoc reports with data from the system. |  |  | Choose an item. |  |
| 7.2.8 |  | Provide standardized reporting and analytics including comparison of selected data (system and banking), and maintenance and use of historical financial data within the system for historical and predictive analytical reporting. |  |  | Choose an item. |  |
| 7.2.9 |  | The system must provide for bank account reconciliation of deposits and system collections posted. The system must provide for deposit controls, the management of insufficient funds returns, make-whole accounts when funds are disbursed to the incorrect payee, and the transfer of collections to the disbursement account. |  |  | Choose an item. |  |
| 7.2.10 |  | Support a daily banking Interface that contains processed and NSFs and retained funds, and all other necessary data in accordance with CT business rules. |  |  | Choose an item. |  |
| 7.2.11 |  | Provide support to process non-sufficient funds (NSF) checks to include reconciliation and notification within the system. |  |  | Choose an item. |  |
| 7.2.12 |  | Includes an obligation type for recoupments and associated processing, tracking, and aging. |  |  | Choose an item. |  |
| 7.2.13 |  | Provides the ability and associated processing to void checks and receipts and capture reasons, recognize receipts, and process according to rules. Can CSEAS capture the check image so user knows which address the check was sent to, also could be linked to escheatment process |  |  | Choose an item. |  |
| 7.2.14 |  | Alerts multiple workers about a single financial transaction requiring action based on business rules. |  |  | Choose an item. |  |
| 7.2.15 |  | Handle current and retroactive adjustments and automatically calculate correct account balances post adjustment. |  |  | Choose an item. |  |
| 7.2.16 |  | Process Unidentified Payments according to established business rules. |  |  | Choose an item. |  |
| 7.2.17 |  | Generate documents required to support the deposit of payments/collections to financial institutions in accordance with written procedures. |  |  | Choose an item. |  |
| 7.2.18 |  | Identify and mark voided receipts in a way that ensures that payments are not erroneously reissued. |  |  | Choose an item. |  |
| 7.2.19 |  | Support business rules associate with the finance department for reporting, documentation and notification. |  |  | Choose an item. |  |
| 7.2.20 |  | Perform adjustments, with supervisory approval, either prior to or following the adjustment, previously processed payments, and notify the worker of decision regarding the requested adjustment, or determination that the adjustment was inappropriate. |  |  | Choose an item. |  |
| 7.2.21 |  | Recognize all receipts attached to a single check and process according to the correct business rules. |  |  | Choose an item. |  |
| 7.2.22 |  | Accept and process unidentified and/or suspended payments in accordance with State business rules and support the identification of such payments. |  |  | Choose an item. |  |
| 7.2.23 |  | Maintain a payment history containing the following information on each payment: amount of the payment, date of collection, if necessary, method of payment, date of receipt in the SDU, and date of disbursement. |  |  | Choose an item. |  |
| 7.2.24 |  | Automatically record the receipt of payments on fees including interest or late payment penalties and fees and the recovery of costs in the automated case record and in the State’s accounting subsystem, whether or not the State practices cost recovery or imposes fees. (When fees are waived/paid by the State, a notation must be made in the automated case record reflecting the payment of the fee by the State.). |  |  | Choose an item. |  |
| 7.2.25 |  | Record and track collections associated with a posted bond. |  |  | Choose an item. |  |
| 7.2.26 |  | Separately record and maintain charges and payments associated with the payment of fees for FPLS. |  |  | Choose an item. |  |
| 7.2.27 |  | Separately record charges and payments associated with the payment of fees for the costs of genetic tests. A notation in the financial portion of the automated case record must indicate that a judgment has been obtained. Once the judgment is paid in full, another notation must indicate that payment has been made. |  |  | Choose an item. |  |
| 7.2.28 |  | Within two business days after receipt from employer or other source of periodic income, in other than current IV-A and IV-E cases, distribute and disburse all payments if sufficient information identifying the payee is provided. |  |  | Choose an item. |  |
| 7.2.29 |  | Record and maintain charges associated with interest or late payment penalties and fees:  a) The system must automatically impose a $25 fee for never assistance cases where the collection exceeds $500 in a year. The fee may be imposed against the custodial parent, the non-custodial parent, or the State may pay the fee. The payment must be automatically recorded in the automated case record and in the State’s accounting subsystem. (When fees are waived/paid by the State, a notation must be made in the automated case record reflecting the payment of the fee by the State and considered program income.) Comment: This section will be updated when Deficit Reduction Act regulations regarding the $25 fee are issued. |  |  | Choose an item. |  |
| 7.3 | Electronic Funds Transfer/Electronic Data Interchange |  |  |  |  |  |
| 7.3.1 |  | The system must support the acceptance and disbursement of payments using Electronic Funds Transfer/Electronic Data Interchange (EFT/EDI). The system must: | F-3 |  | Choose an item. |  |
| 7.3.2 |  | Process EFT/EDI transactions received from employers who choose to submit income withholdings electronically. |  |  | Choose an item. |  |
| 7.3.3 |  | Process EFT/EDI transactions received from other States. |  |  | Choose an item. |  |
| 7.3.4 |  | Transmit Intergovernmental collections to other States using EFT/EDI technology. |  |  | Choose an item. |  |
| 7.3.5 |  | Ensure EFT/EDI procedures and formats must conform to the requirements defined by the National Automated Clearinghouse Association (NACHA) and the ASC X12 Financial Committee. The system must:  a) Accept income withholdings and Intergovernmental child support collections transmitted in both the CCD+ and CTX 820 in NACHA payment formats. b) The system must process income withholdings and Intergovernmental child support collections and corresponding remittance data transmitted using the NACHA-endorsed EFT and ASC X12 Financial Committee endorsed EDI standard format for child support collections (the Child Support Application Banking Convention). |  |  | Choose an item. |  |
| 7.3.6 |  | c) The system must transmit Intergovernmental child support collections to other States in the CCD+ NACHA payment format, and the CTX 820 NACHA payment format.  d) The system must transmit Intergovernmental child support collections and corresponding remittance data using the NACHA-endorsed EFT and ASC X12 Financial Committee-endorsed EDI standard format for child support collections (the Child Support Application Banking Convention), |  |  | Choose an item. |  |
| 7.3.7 |  | Ensure EFT/EDI procedures and formats must conform to the requirements defined by the National Automated Clearinghouse Association (NACHA) and the ASC X12 Financial Committee. The system must:  e) The system must accept and transmit the Intergovernmental collection application indicators of : II - Intergovernmental Income Withholding, IT - Intergovernmental State Tax Offset, IO – Intergovernmental all others.  f) The system must accept and transmit, in CCD+ transactions, cost recovery and FIDM Intergovernmental collection application indicators of: RI - Intergovernmental Cost Recovery Income Withholding, RT - Intergovernmental Cost Recovery State Tax Offset, RO - Intergovernmental Cost Recovery All Others, IF - FIDM funds from a non-cost recovery State to another State, and RF - FIDM funds from a cost recovery State to another State. |  |  | Choose an item. |  |
| 7.3.8 |  | g) The system must accept the collection application indicators of: CS - Income Withholding from employers, DP - Direct Payer the non-custodial parent or agent sends support payment electronically to the SDU; FD - FIDM funds from a financial institution. Optional : The system should accept and transmit in CCD+ transactions, the FIDM indicator for FIDM of FD - FIDM from financial institution, RF - FIDM from cost recovery State to another State and IF - FIDM from non-cost recovery State to another State. |  |  | Choose an item. |  |
| 7.4 | Accounting Processes |  |  |  |  |  |
| 7.4.1 |  | The system’s accounting process must be uniform Statewide, accept and maintain all financial information, and perform all calculations relevant to the IV-D program. The system must: | F-4 |  | Choose an item. |  |
| 7.4.2 |  | Maintain an audit trail for all transactions. |  |  | Choose an item. |  |
| 7.4.3 |  | Distribute all support collections. |  |  | Choose an item. |  |
| 7.4.4 |  | When appropriate, calculate Federal, State, and local collection shares. |  |  | Choose an item. |  |
| 7.4.5 |  | The system, or an auxiliary financial system, must provide documentation needed to obtain and verify claims for Federal financial participation (FFP) and to facilitate the payment, receipt, and distribution of incentive payments by: a) Maintaining data on paternity establishment, support order establishment, current collections, arrears collections, and cost effectiveness necessary to measure performance based on the five performance areas in the child support incentive system.  b) Maintaining information on the receipt of incentive payments. c) Maintaining data on the efficiency and effectiveness of political subdivisions’ operations. |  |  | Choose an item. |  |
| 7.4.6 |  | The system, or an auxiliary financial system, must provide documentation needed to obtain and verify claims for Federal financial participation (FFP) and to facilitate the payment, receipt, and distribution of incentive payments by: d) Performing calculations needed to determine Title IV-D’s share of administrative costs. e) Performing incentive calculations using the State’s methodology for passing through incentives to political subdivisions. f) Distributing and maintaining information on incentive payments paid to political subdivisions. |  |  | Choose an item. |  |
| 7.4.7 |  | Maintain data for all OCSE federal reporting including 157, 34, 396, and generate these reports. |  |  | Choose an item. |  |
| 7.4.8 |  | The system, or an auxiliary financial management system, must maintain data on the costs of genetic testing and information on attempts to obtain reimbursement of such costs. |  |  | Choose an item. |  |
| 7.4.9 |  | Capture all the paternity testing data regarding who (e.g. state, court order for NCP, NCP voluntarily) paid for the testing, as well as all genetic testing statuses associated with costs and payments. |  |  | Choose an item. |  |
| 7.4.10 |  | Calculate and maintain arrearage information. |  |  | Choose an item. |  |
| 7.4.11 |  | Calculate and maintain information on unreimbursed public assistance. |  |  | Choose an item. |  |
| 7.4.12 |  | Calculate and/or record logically in the case record fees for: a) genetic testing  b) court costs  c) applications  d) Locate work  e) Non-IV-A Federal and State tax refund intercept  f) Income withholding g) FPLS  h) Non-IV-A locate only  i) IRS Full Collections j) other fees. |  |  | Choose an item. |  |
| 7.4.13 |  | If the State chooses to recover costs, the system or an auxiliary financial management system, must support cost recovery by:  a) Calculating the amount of costs to be recovered based on the amount of actual costs or the State’s standard costs. b) Producing notices to the affected individual unless the necessary information is provided in some other way (i.e., as part of the application for IV-D services, or information provided to IV-A recipients regarding IV-D services). c) Receiving, identifying, and totaling recovered costs. |  |  | Choose an item. |  |
| 7.4.14 |  | Track all costs paid for different fee types (e.g. genetic testing, case initiating, service of process fees). |  |  | Choose an item. |  |
| 7.4.15 |  | Maintain record of when Genetic Testing is ordered and recouped. |  |  | Choose an item. |  |
| 7.5 | Distribution |  |  |  |  |  |
| 7.5.1 |  | The system must support the distribution of child support collections. The system must: | F-5 |  | Choose an item. |  |
| 7.5.2 |  | Distribute and disburse support collections in accordance with 45 CFR 302.32, 302.51, 302.52, OCSE AT-97-17, OCSE AT-98-24, OCSE AT-07-05, OCSE AT-08-09, and any other relevant regulations and instructions issued by OCSE. |  |  | Choose an item. |  |
| 7.5.3 |  | If costs/fees are imposed on the non-custodial parent, ensure that the monthly support obligation and any arrearage is satisfied prior to retaining the cost/fee. If costs/fees are being imposed on the custodial parent, the system must deduct the costs/fees from support collected on behalf of the family. In either case, the non-custodial parent’s account must be credited for the full amount of the support collection. In an Intergovernmental case, both the initiating and responding State must meet this requirement. |  |  | Choose an item. |  |
| 7.5.4 |  | Include in the automated case record accounts when a fee is ordered, the type and amount of the fee, the ordered recoupment amount, and who is responsible for payment (e.g. NCP, CP, or state). |  |  | Choose an item. |  |
| 7.5.5 |  | Each time distribution and disbursement takes place, record the amount, date of distribution, date of disbursement, and the recipient (family, IV-E agency, IV-A agency, Title XIX agency, taxpayer whose refund was offset, another State). |  |  | Choose an item. |  |
| 7.5.6 |  | In Intergovernmental cases, the responding State’s financial subsystem must provide for disbursement to the initiating State within two business days of receipt. Both the responding and initiating States’ systems must be capable of handling such disbursement using electronic funds transfer/electronic data interchange (EFT/EDI). All transfers must be recorded in or linked to the automated client record. Data to the initiating State must include: identifying case numbers, payment amount, date of collection or receipt, non-custodial parent’s name and Social Security Number, medical support indicator, and the responding State’s FIPS code or Worldwide Geographic Location Code. |  |  | Choose an item. |  |
| 7.5.7 |  | Automatically recompute the distribution of all collections, when payments are made in the month when due but are received in a later month by the State Disbursement Unit (SDU), or information is received on unidentified payments in a later month. If, however, the State has a SDU which meets all Federal requirements for both IV-D and non-IV-D cases, the State may use the date of receipt as the date of collection for collections made through income withholding. If the State uses the date of receipt for all collections, the system is only required to recompute distribution with respect to unidentified payments when identifying information is received in a later month. |  |  | Choose an item. |  |
| 7.5.8 |  | The State can set up and run in the system test environment any test deck of distribution scenarios issued by OCSE to evaluate distribution. |  |  | Choose an item. |  |
| 7.5.9 |  | The system must generate notices to IV-A and former IV-A recipients (continuing to receive IV-D services) about the amount of support collections and must notify the IV-A agency about collections for IV-A recipients. The system must: | F-6 |  | Choose an item. |  |
| 7.5.10 |  | When a collection is received, the financial subsystem must automatically produce a monthly notice of assigned support collections for IV-A and former IV-A custodial parents who continue to receive IV-D services and have outstanding arrearages that have been assigned to the State. The monthly notice must separately list payments collected from each non-custodial parent, if appropriate, and must indicate the amount of current support, the amount of arrearage collected, and the amount of support collected which was disbursed to the family. |  |  | Choose an item. |  |
| 7.5.11 |  | Provide notices through multiple channels, including electronic communications and Interactive Voice Response. |  |  | Choose an item. |  |
| 7.5.12 |  | Using the IV-A/IV-D automated interface, the IV-D agency must provide the IV-A agency information on the amount of monthly support collections received for each IV-A case. The information must include the amount, case number, and date of receipt/collection for each payment. |  |  | Choose an item. |  |
| 7.6 | Other Financial Practices |  |  |  |  |  |
| 7.6.1 |  | The system must support Connecticut specific financial requirements. The system must: |  |  | Choose an item. |  |
| 7.6.2 |  | Support the ability to create, adjust, and satisfy recoupments both automatically and manually, including "wrong account posting" recoupments. |  |  | Choose an item. |  |
| 7.6.3 |  | Support an interface with the Connecticut State Treasurer’s Office’s financial system. |  |  | Choose an item. |  |
| 7.6.4 |  | Create notification to the bank identifying all escheated payment and advise the bank to void all. |  |  | Choose an item. |  |
| 7.6.5 |  | Support escheatment process with applicable workflows, document generation, tracking and aging. |  |  | Choose an item. |  |
| 7.6.6 |  | Support CTs 3-point daily reconciliation process to ensure that all funds received into the system for the day have been handled in some manner. |  |  | Choose an item. |  |
| 7.6.7 |  | Provide a mechanism for searching, sorting, and categorizing unidentified collections. |  |  | Choose an item. |  |
| 7.6.8 |  | Track and age unapplied, undisbursed, and unidentified payments through escheatment. |  |  | Choose an item. |  |
| 7.6.9 |  | Support an obligation type for NSFs. |  |  | Choose an item. |  |
| 7.7 | Obligation Maintenance |  |  |  |  |  |
| 7.7.1 |  | The system must record the court-ordered provision for direct payment. |  |  | Choose an item. |  |
| 7.7.2 |  | The system must provide for prorating obligation amounts when circumstances require a partial period amount |  |  | Choose an item. |  |
| 7.7.3 |  | The system must provide for generating income withholding increase, decrease, and cease documents when obligation changes are made and the case is currently subject to income withholding |  |  | Choose an item. |  |
| 7.7.4 |  | The system must provide for generating notice of income withholding increase, decrease, and cease documents when the case qualifies for an administrative arrears obligation. |  |  | Choose an item. |  |
| 7.8 | Future Obligation Setup |  |  |  |  |  |
| 7.8.1 |  | The system must provide for entering future obligation changes as provided for by the court order allowances for custody changes, seasonal or other known employment changes, and other-directed changes as specified by the court order. The system must monitor the future obligations daily and update the current obligation at the designated date. |  |  | Choose an item. |  |
| 7.9 | Retroactive Obligation Management |  |  |  |  |  |
| 7.9.1 |  | The system must provide for calculating the amount of the adjustment when new or modified obligations are entered that have a prior period legal effective date. Once calculated and approved by the financial management staff, the appropriate case arrearage balances must be updated. |  |  | Choose an item. |  |
| 7.10 | Debt Types |  |  |  |  |  |
| 7.10.1 |  | The system must provide for debt types including, but not limited to: |  |  | Choose an item. |  |
| 7.10.2 |  | • Child Support |  |  | Choose an item. |  |
| 7.10.3 |  | • Spousal Support |  |  | Choose an item. |  |
| 7.10.4 |  | • Medical Support |  |  | Choose an item. |  |
| 7.10.5 |  | • Fees |  |  | Choose an item. |  |
| 7.10.6 |  | • Interest |  |  | Choose an item. |  |
| 7.10.7 |  | • Genetic Test Costs |  |  | Choose an item. |  |
| 7.10.8 |  | • Arrearages with Pay To FIPS |  |  | Choose an item. |  |
| 7.10.9 |  | • Special Instructions |  |  | Choose an item. |  |
| 7.10.10 |  | • Recovery |  |  | Choose an item. |  |
| 7.10.11 |  | • Other |  |  | Choose an item. |  |
|  |  | The debt types must be maintained in a parameter table with distribution priority data clearly established for use in collection processing. |  |  | Choose an item. |  |
| 7.11 | Obligation Cost of Living Adjustment |  |  |  |  |  |
| 7.11.1 |  | The system must routinely monitor cases for the biennial cost of living adjustment to the obligation. When due for an adjustment, the system must generate the appropriate notices, monitor for an administrative review request, and administer the adjustment at the scheduled time. |  |  | Choose an item. |  |
| 7.12 | Account Charging |  |  |  |  |  |
| 7.12.1 |  | The system must monitor, and charge accounts daily based on the order frequency, debt type, and charge date as established with the court order. When determining the obligation amount, it must provide for prorating the obligation when a change of obligation occurs within the charging period. The system must charge interest and maintain separate interest balance data. |  |  | Choose an item. |  |
| 7.13 | Account Statements |  |  |  |  |  |
| 7.13.1 |  | The system must provide for the generation of on-demand obligation history statements for each case for obligations and obligation modifications within a given date range. |  |  | Choose an item. |  |
| 7.13.2 |  | The system must provide for the generation of on-demand concise account statements for each case for charges, payments, and arrearage balances within a given date range |  |  | Choose an item. |  |
| 7.13.3 |  | The system must provide for the generation of on-demand custodial parent statements of unreimbursed public assistance, recovery distributions, and disbursements within a given date range. |  |  | Choose an item. |  |
| 7.13.4 |  | These forms must be available for online generation and local office printing. |  |  | Choose an item. |  |
| 7.13.5 |  | Case history information must be inclusive of all activity regardless of venue transfers. |  |  | Choose an item. |  |
| 7.14 | IV-A Updates |  |  |  |  |  |
| 7.14.1 |  | The system must accept and process IV-A assistance information for purposes of maintaining the CP Un-Reimbursed Assistance Balance and distributing collections to IV-A recovery. |  |  | Choose an item. |  |
| 7.15 | Title XIX Updates |  |  |  |  |  |
| 7.15.1 |  | The system must accept and process Title XIX assistance information for purposes of maintaining the assigned medical support balances and distributing collections to Title XIX recovery. |  |  | Choose an item. |  |
| 7.16 | Child Welfare (IV-E) Updates |  |  |  |  |  |
| 7.16.1 |  | The system must accept and process child welfare maintenance information for purposes of maintaining the assigned IV-E and non-IV-E support balances and distributing collections to IV-E and non IV-E recovery. |  |  | Choose an item. |  |
| 7.17 | State Disbursement Unit Interface |  |  |  |  |  |
| 7.17.1 |  | The system must have the capability to transfer billing files to the State Disbursement Unit and to receive collection and reconciliation files from the State Disbursement Unit. |  |  | Choose an item. |  |
| 7.18 | Disbursement Account Reconciliation |  |  |  |  |  |
| 7.18.1 |  | The system must provide for bank account reconciliation of deposits and expenditures. The system must provide for disbursement status update for recording cancellation, voided payments, and cashed payments. The system must support stale dating disbursements after the State standard policy timeframe |  |  | Choose an item. |  |
| 7.19 | Held Collections Management |  |  |  |  |  |
| 7.19.1 |  | The system must provide for the tracking of all held collections. Each held collection must be assigned to a category and included in the daily financial report. |  |  | Choose an item. |  |
| 7.19.2 |  | Held collections categories (examples) must include but are not limited to: |  |  | Choose an item. |  |
| 7.19.3 |  | • Special handling for allocation |  |  | Choose an item. |  |
| 7.19.4 |  | • CP bad address |  |  | Choose an item. |  |
| 7.19.5 |  | • CP deceased |  |  | Choose an item. |  |
| 7.19.6 |  | • Disputed arrears |  |  | Choose an item. |  |
| 7.19.7 |  | • NCP bad address |  |  | Choose an item. |  |
| 7.19.8 |  | • Future (Escrow) |  |  | Choose an item. |  |
| 7.19.9 |  | • Held by court order |  |  | Choose an item. |  |
| 7.19.10 |  | • NSF check history |  |  | Choose an item. |  |
| 7.19.11 |  | • Potential refund to NCP |  |  | Choose an item. |  |
| 7.19.12 |  | • Unidentified |  |  | Choose an item. |  |
| 7.19.13 |  | • NPA (Non Public Assistance) joint tax returns |  |  | Choose an item. |  |
| 7.19.14 |  | • State tax |  |  | Choose an item. |  |
| 7.19.15 |  | • Less than $1 |  |  | Choose an item. |  |
| 7.19.16 |  | • Foster care (IV-E, Non IV-E recovery) |  |  | Choose an item. |  |
| 7.19.17 |  | • Public assistance (IV-A recovery) |  |  | Choose an item. |  |
| 7.19.18 |  | • Stop payment on disbursement |  |  | Choose an item. |  |
| 7.19.19 |  | • Stale dated |  |  | Choose an item. |  |
| 7.19.20 |  | • Check cancelled |  |  | Choose an item. |  |
| 7.19.21 |  | • Payee incarcerated |  |  | Choose an item. |  |
| 7.19.22 |  | • Administrative hold |  |  | Choose an item. |  |
| 7.19.23 |  | • Designated payment |  |  | Choose an item. |  |
| 7.19.24 |  | • Missing special court order instruction |  |  | Choose an item. |  |
| 7.19.25 |  | • Excess tax offset collection |  |  | Choose an item. |  |
| 7.19.26 |  | • Miscellaneous |  |  | Choose an item. |  |
| 7.19.27 |  | The system must control for prompt disposition of held collections with the necessary fiscal controls to provide a clear audit trail for distribution. |  |  | Choose an item. |  |
| 7.19.28 |  | The system must provide the capability for release of individual items from hold and provide for distribution of the released funds. |  |  | Choose an item. |  |
| 7.19.29 |  | The system must provide for automatic disbursement of categories of held collections |  |  | Choose an item. |  |
| 7.19.30 |  | The system must allow for changes to the reason for the hold without releasing the hold currently in place. |  |  | Choose an item. |  |
| 7.20 | Account Adjustments |  |  |  |  |  |
| 7.20.1 |  | The system must provide for the reapplication of funds between accounts, cases, and venues. This feature must provide a detailed audit trail, including the worker performing the adjustment, the movement of funds from one account to another, and the reasons two-tier supervisory approval of adjustments according to State policy for each movement. The system must provide for |  |  | Choose an item. |  |
| 7.21 | Recovery Account Management |  |  |  |  |  |
| 7.21.1 |  | The system must provide for daily fund transfer of recovery collections to the IV-A, Title XIX, and child welfare agencies. It must provide for monthly accounting to the child welfare agency regarding the distribution of the foster care maintenance recovery. |  |  | Choose an item. |  |
| 7.22 | Electronic Fund Transfer Management |  |  |  |  |  |
| 7.22.1 |  | The system must provide for managing account information to support electronic fund transfer to other state agencies and to custodial parents and to support automatic withdrawal for non-custodial parents. |  |  | Choose an item. |  |
| 7.22.2 |  | The system must support the efficient research and application of rejected EFT transactions. |  |  | Choose an item. |  |
| 7.23 | Financial Distribution |  |  |  |  |  |
| 7.23.1 |  | The system must maintain account balances and distribute collections according to federal requirements. |  |  | Choose an item. |  |
| 7.23.2 |  | The system must be able to properly handle all the federal test deck cases. |  |  | Choose an item. |  |
| 7.23.3 |  | The system must provide for prompt distribution and disbursement of collections as required by federal requirements. |  |  | Choose an item. |  |
| 7.23.4 |  | The system must provide for retroactive distribution when unidentified and misapplied funds are directed to the correct account. In order to accomplish this, it must provide for prior TANF assistance status. |  |  | Choose an item. |  |
| 7.23.5 |  | The system must provide for prorating the child support when some of the children in a case are receiving public assistance and some are not. |  |  | Choose an item. |  |
| 7.23.6 |  | The system must maintain TANF and non-TANF arrearages information in the federally required, designated balances. |  |  | Choose an item. |  |
| 7.23.7 |  | The system must provide the capability of refunding collections. |  |  | Choose an item. |  |
| 7.24 | Escheatment Management |  |  |  |  |  |
| 7.24.1 |  | The system must provide for fund transfer of held distributions to the State’s abandoned property management according to State law, including the generation of the Notice of Escheatment. This process must be integrated with the OCSE 34A so that escheated funds are reported as undistributable. |  |  | Choose an item. |  |
| 7.25 | Account Audit Capability |  |  |  |  |  |
| 7.25.1 |  | The system must provide for the efficient audit of account balances and distributions with online and printed reports. |  |  | Choose an item. |  |
| 7.26 | Financial Notifications |  |  |  |  |  |
| 7.26.1 |  | The system must provide for quarterly statements to current and former IV-A custodial parents that include an accounting of distribution balances. It must provide an annual statement to both the CP and NCP of support collected and distributed. |  |  | Choose an item. |  |
| 7.27 | Reports |  |  |  |  |  |
| 7.27.1 |  | Financial reports - as identified in the RFP, and in JAD sessions |  |  | Choose an item. |  |
|  |  |  |  |  |  |  |

**8.0 Reporting**

| **ID** | **General Description** | **Requirement Details** | **Federal Guide Section Ref.** | **Solution Description** | **Response Code** | **If requirement is not met, explain why?** |
| --- | --- | --- | --- | --- | --- | --- |
| 8.1 | Federal Reporting |  |  |  |  |  |
| 8.1.1 |  |  |  |  |  |  |
| 8.1.2 |  | The system must maintain information required to prepare Federal reports. The system must: | G-1 |  | Choose an item. |  |
| 8.1.3 |  | Support a data warehouse solution. |  |  | Choose an item. |  |
| 8.1.4 |  | Support ad hoc, preconfigured, and periodic standardized reporting functionality. |  |  | Choose an item. |  |
| 8.1.5 |  | Be compatible with future enterprise data repository standards. |  |  | Choose an item. |  |
| 8.1.6 |  | Maintain and generate all information required to complete the OCSE-34A collections report. Provide online drill-down capabilities. |  |  | Choose an item. |  |
| 8.1.7 |  | Maintain and generate all information required to complete the OCSE-396A expenditures report. Provide online drill-down capabilities. |  |  | Choose an item. |  |
| 8.1.8 |  | Maintain and generate all information required to complete the OCSE-157 performance report. Provide online drill-down capabilities. |  |  | Choose an item. |  |
| 8.1.9 |  | Maintain and generate all information necessary to complete any other reporting requirement(s) defined as necessary by OCSE in issued written instructions. |  |  | Choose an item. |  |
| 8.2 | OCSE 34A Reporting |  |  |  |  |  |
| 8.2.1 |  | The system must maintain an online OCSE-34A report with daily, monthly, and quarterly totals. The report must be dimensioned to provide for worker, office, team, county, or statewide access. The report must establish an audit history to link each row and column entry with the collection or disbursement data basis. |  |  | Choose an item. |  |
| 8.2.2 |  | The system must have the capability to export the report data and the audit data for analysis within the data warehouse. |  |  | Choose an item. |  |
| 8.3 | OCSE 157 Reporting |  |  |  |  |  |
| 8.3.1 |  | The system must maintain an online OCSE-157 report with federal fiscal year-to-date totals. The report data must be worker, county, office, team, and statewide accessible. The report must establish an audit history to link each row and column entry with the case, child, collection, or disbursement data basis. |  |  | Choose an item. |  |
| 8.3.2 |  | The system must have the capability to export the report data and the audit data for analysis within the data warehouse. |  |  | Choose an item. |  |
| 8.4 | Operational Reporting |  |  |  |  |  |
| 8.4.1 |  | The system must provide an automated daily online report/worklist to each caseworker to assist in case management and processing. The system must: | G-2 |  | Choose an item. |  |
| 8.4.2 |  | Provide online electronic operational reports at the caseworker and unit level to facilitate the day-to-day work. The system must also provide an online report/worklist to the caseworker that includes the following types of information:  a) Cases requiring review and/or action triggered by the caseworker per case aging (e.g., Federal and State program standards and timeframes) criteria.  b) Any required follow-up case reviews and/or actions triggered manually by the caseworker, or agency, or automatically by the system.  c) Case actions to be automatically acted on by the system, e.g., income withholding, Federal and State tax offset. d) Cases newly assigned that require caseworker review and/or action. |  |  | Choose an item. |  |
| 8.4.3 |  | Provide interactive dashboard display for all levels of staff, supervisors, and managers, that are easily configurable/ customizable dashboards based on user roles/profiles and functions. |  |  | Choose an item. |  |
| 8.5 | Accounting Reports |  |  |  |  |  |
| 8.5.1 |  | The system must generate reports required to ensure and maintain the accuracy of data and to summarize accounting activities. The system must: | G-3 |  | Choose an item. |  |
| 8.5.2 |  | Ensure the validity of data entered into the system and generate error/edit reports. |  |  | Choose an item. |  |
| 8.5.3 |  | a) Maintain the requisite data on State performance with respect to paternity establishment, support order establishment, collections, and administrative costs necessary to calculate, for each fiscal year, the State performance level for each of the five performance measures of paternity establishment, support order establishment, current collections, arrears collections, and cost effectiveness used in the child support incentive system, and for medical support.  b) Have in place system controls to ensure the completeness and reliability of, and ready access to the data used to compute the performance levels for the five measures in accordance with 45 CFR 305.2 and 305.32. |  |  | Choose an item. |  |
| 8.5.4 |  | Automatically generate reports including but not limited to, the following financial activities:  a) Collections, including undistributed collections.  b) Escrowed collectibles. c) Adjustments  d) Fees collected  e) Future and arrearage payments.  f) Interstate collections.  g) Checks and check registers.  h) Summary of distribution of child support.  i) Summary of receipts by collecting agency.  j) Interest collected. |  |  | Choose an item. |  |
| 8.5.5 |  | Provide the capability to generate payment records and arrears affidavits suitable for use in legal proceedings. |  |  | Choose an item. |  |
| 8.5.6 |  | Apply data validation/edits on data received from inbound interfaces before storage (data validation) and convert inbound data into appropriate formats. |  |  | Choose an item. |  |
| 8.5.7 |  | Contain drop down functionality for data entry fields and format validation capability. |  |  | Choose an item. |  |
| 8.5.8 |  | Capture foreign zip codes, formats, addresses. |  |  | Choose an item. |  |
| 8.6 | Financial Management Reporting |  |  |  |  |  |
| 8.6.1 |  | The system must maintain an online financial management report with daily, monthly, and federal fiscal year totals for collection, held collections, refunds, disbursements, cancellations, staled dated disbursements, and escheatment funds. |  |  | Choose an item. |  |
| 8.6.2 |  | The report data must be worker, county, office, team, and statewide accessible. The report must establish an audit history to link each row and column entry with the case, collection, or disbursement data basis. |  |  | Choose an item. |  |
| 8.7 | Performance Evaluation Reporting |  |  |  |  |  |
| 8.7.1 |  | The system must provide management reports for monitoring and evaluating both employee, office/unit and program performance. The system must: | G-4 |  | Choose an item. |  |
| 8.7.2 |  | Have online electronic workload management reports that provide information to an employee, office/unit manager, and at the program level on:  a) backlog identification. b) workload allocation. c) caseload tracking and ageing. |  |  | Choose an item. |  |
| 8.7.3 |  | Have online electronic employee and office/unit performance reports that provide information on:  a) Caseload statistics (e.g., age of cases, breakdown by category including interstate, and status).  b) Collections.  c) Paternity.  d) Support obligations.  e) Cases for which orders could not be established or enforced (indicating the numbers and reasons for failures).  f) Medical support/health insurance. g) Employee activity and accomplishments. |  |  | Choose an item. |  |
| 8.7.4 |  | Have a reporting capability to provide management and the flexibility to obtain information on an as-needed basis and to satisfy new information needs. |  |  | Choose an item. |  |
| 8.7.5 |  | Provide the ability to gather statistics regarding staff member performance, including but not limited to: adherence to mandated time frames, case actions undertaken, and collections on assigned cases and generate these statistics at worker, case, regional office, and state levels. |  |  | Choose an item. |  |
| 8.7.6 |  | Perform statistical and ad hoc (on demand) reporting without programming needs. |  |  | Choose an item. |  |
| 8.7.7 |  | Report on varying data at any given time. |  |  |  |  |
| 8.7.8 |  | Allow business users to develop/create/utilize reports without having to request programming. |  |  | Choose an item. |  |
| 8.7.9 |  | Apply role-base/profile security for ad hoc/on demand reporting due to protect sensitive information. |  |  | Choose an item. |  |
| 8.7.10 |  | Allow staff to access their and other designated staff's, federal, state and agency caseload or office level performance at any given time. |  |  | Choose an item. |  |
| 8.7.11 |  | Ability to identify and report on the users who performed work on a case; configurable to determine who has this reporting access. |  |  | Choose an item. |  |
| 8.7.12 |  | Ability to report on trends with cases and caseworkers; cases in compliance and out of compliance; reasons for out of compliance. |  |  | Choose an item. |  |
| 8.8 | Data Review Analysis |  |  |  |  |  |
| 8.8.1 |  | The system must support the expeditious review and analysis of all data that is maintained, generated, and reported by the system. The system must: | G-5 |  | Choose an item. |  |
| 8.8.2 |  | To minimize the amount of time Federal auditors must spend on-site at State offices conducting Federal audits, the State must provide Federal auditors with dial-up “read-only” access to program, financial, statistical and other data in the State system. |  |  | Choose an item. |  |
| 8.8.3 |  | Maintain an automated case history of all case processing activities to enable the IV-D agency to monitor State operations and enable Federal auditors to assess program performance, including a State’s ability to meet program standards. This capability must allow for the retention and review of all case actions and activities that occur in or are processed by the system. |  |  | Choose an item. |  |
| 8.8.4 |  | Generate an automated case history for each case that includes all actions taken, the dates of actions, and, if appropriate, the results of these actions. |  |  | Choose an item. |  |
| 8.8.5 |  | Maintain a complete and accurate case history file online. However, after one year (should be configurable), the State may move historical information offline, as long as it is maintained in an easily accessible, automated manner for program and audit purposes. |  |  | Choose an item. |  |
| 8.8.6 |  | Use a data warehouse solution that supports ad hoc, preconfigured, and periodic standardized reporting functionality. |  |  | Choose an item. |  |
| 8.8.7 |  | Report on case activity based on date parameters; federal and state fiscal year capabilities. |  |  | Choose an item. |  |
| 8.8.8 |  | Report dynamically on all case historical data. |  |  | Choose an item. |  |
| 8.9 | Self-Assessment Sample Selection |  |  |  |  |  |
| 8.9.1 |  | The system must contain all the system processing data needed to support the annual self-assessment report. It must provide for random sample selection, aggregate the system data associated with the selected sample, and provide for export of the universe and sample data to the self-assessment analysis database. It must allow for a sample to be selected for a specific county or office. |  |  | Choose an item. |  |
| 8.10 | State Self-Assessment |  |  |  |  |  |
| 8.10.1 |  | Perform Annual Self-Assessment, the system must: |  |  | Choose an item. |  |
| 8.10.2 |  | Randomly select cases and all necessary related data and perform assessment based on preset criteria. |  |  | Choose an item. |  |
| 8.10.3 |  | Allow reporting criteria to be easily changed as Federal direction changes. |  |  | Choose an item. |  |
| 8.10.4 |  | Interact with the Federal portal. (and provide the capability to authorized users to upload reports using the Federal portal) |  |  | Choose an item. |  |
| 8.11 | Self-Assessment Analysis Reporting |  |  |  |  |  |
| 8.11.1 |  | The system must provide for self-assessment analysis reporting using the extract of the self-assessment sample. This must compile the extracted data and evaluate it according to self-assessment standards. |  |  | Choose an item. |  |
| 8.11.2 |  | The system must provide for generating the required federal self-assessment report. |  |  | Choose an item. |  |
| 8.12 | State Specific Reporting |  |  |  |  |  |
| 8.12.1 |  | The system must provide for specific CT reporting needs. The system must: |  |  | Choose an item. |  |
| 8.12.2 |  | Provide Federal Auditors supporting documentation related to the federal reports for current and past years. |  |  | Choose an item. |  |
| 8.12.3 |  | Provide State Auditors supporting documentation related to the federal reports for current and past years. |  |  | Choose an item. |  |
| 8.12.4 |  | Store executed reports in an organized report library that applies access controls. |  |  | Choose an item. |  |
| 8.12.5 |  | System should have a capability to exclude data based on the business rules - for example, the daily work-list report should prioritize tasks (of a particular case) that are marked not to be worked/touched (e.g. escheatment) |  |  | Choose an item. |  |
| 8.13 | Reporting features |  |  |  |  |  |
| 8.13.1 |  | The system must provide for ad hoc reporting by designated staff with access to the Ad-Hoc reporting database. |  |  | Choose an item. |  |
| 8.13.2 |  | The system must allow ad-hoc report creation by data element selection. |  |  | Choose an item. |  |
| 8.13.3 |  | The system must include predefined and ad-hoc reports to be created in both detail and summary formats with drill-down capabilities. |  |  | Choose an item. |  |
| 8.13.4 |  | The system must allow for the creation, inquiry, changes, and deletions of system generated reports. |  |  | Choose an item. |  |
| 8.13.5 |  | The system must allow reports creation in Batch, online, real-time, ad-hoc. |  |  | Choose an item. |  |
| 8.13.6 |  | The system must allow batched reports to be stored for later viewing and printing. |  |  | Choose an item. |  |
| 8.13.7 |  | The system must allow a simple user-defined report tool for creation of ad-hoc reports. |  |  | Choose an item. |  |
| 8.13.8 |  | The system must allow frequency reporting such as, but not limited to: Daily, weekly, bi-weekly, monthly, semi-monthly, quarterly, semi-annually, annually. |  |  | Choose an item. |  |
| 8.13.9 |  | The system must allow report print destinations such as, but not limited to: Desktop or Central Printer, File etc. |  |  | Choose an item. |  |
| 8.13.10 |  | The system must allow for electronic delivery of reports. |  |  | Choose an item. |  |
| 8.13.11 |  | The system must allow reports to be available to various users such as, but not limited to: Staff, Clients etc. |  |  | Choose an item. |  |
| 8.13.12 |  | The system must support the reporting of staff performance measures in the form of a balance scorecard |  |  | Choose an item. |  |
| 8.14 | Report Format |  |  |  |  |  |
| 8.14.1 |  | The system shall generate headers and footers on reports generated. |  |  | Choose an item. |  |
| 8.14.2 |  | The system shall generate page numbers on reports generated. |  |  | Choose an item. |  |
| 8.14.3 |  | The system shall capture date and time stamp of reports generated. |  |  | Choose an item. |  |
| 8.14.4 |  | The system shall generate a unique report identifier number. |  |  | Choose an item. |  |
| 8.14.5 |  | The system shall generate scanning cover letters on reports generated. |  |  | Choose an item. |  |
| 8.14.6 |  | The system shall generate and print a bar-code for unique report identifier number on all printed reports. |  |  | Choose an item. |  |
| 8.15 | Reporting Retention |  |  |  |  |  |
| 8.15.1 |  | The system shall meet the State's report retention timelines. |  |  | Choose an item. |  |
| 8.15.2 |  | The system shall purge reports meeting retention end-dates. |  |  | Choose an item. |  |
| 8.15.3 |  | The system shall backup all created reports to storage. |  |  | Choose an item. |  |
| 8.15.4 |  | The system reporting and information that becomes obsolete and no longer used must be disposed of by appropriate procedures. The application and associated information must be either preserved, discarded or destroyed in accordance with Electronic Record and Record Management requirements defined in Records Management. |  |  | Choose an item. |  |
| 8.16 | Program Management Reporting |  |  |  |  |  |
| 8.16.1 |  | The system must maintain an online case management report with daily and monthly processing and caseload inventory totals for intake, locate, interstate, obligation establishment, paternities established, enforcement actions taken by type, income withholding orders, medical support orders, bench warrants, direct payment orders, alimony only orders, etc. |  |  | Choose an item. |  |
| 8.16.2 |  | The report data must be worker, county, office, team, and statewide accessible. The report must establish an audit history to link each row and column entry with the case, child, and action data basis. |  |  | Choose an item. |  |
| 8.17 | Expedited Process Reporting |  |  |  |  |  |
| 8.17.1 |  | The system must maintain an online expedited process report with monthly totals. The universe of cases for reporting is those cases with a hearing disposition within the month. The report must indicate the number and percentage of cases reaching disposition within six months, nine months, 12 months, more than 12 months (or other parameters). The report must establish an audit history to link each row and column entry with the case legal referral data basis. |  |  | Choose an item. |  |
| 8.17.2 |  | The system must have the capability to export the report data and the audit data for analysis |  |  | Choose an item. |  |
| 8.18 | Management Analysis Reporting |  |  |  |  |  |
| 8.18.1 |  | The system must provide for management reporting using a copy of the production database from the previous business day. This reporting must have standard management reports developed for data analysis. The system must support the reporting of staff performance measures in the form of a balance scorecard to the intranet Web site. |  |  | Choose an item. |  |
| 8.19 | Ad Hoc Reporting |  |  |  |  |  |
| 8.19.1 |  | The system must provide for ad hoc reporting by designated staff with access to the management reporting database. |  |  | Choose an item. |  |

**9.0 Security and Privacy**

| **ID** | **General Description** | **Requirement Details** | **Federal Guide Section Ref.** | **Solution Description** | **Response Code** | **If requirement is not met, explain why?** |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |
| 9.1 | Evaluating Risk |  |  |  |  |  |
| 9.1.1 |  | The State must have policies and procedures to evaluate the system for risk on a periodic basis. | H-1 |  | Choose an item. |  |
| 9.1.2 |  | The system must offer an automated mechanism for providing Security, Privacy and Confidentiality for all information stored in the application as well as the ability to secure a case which may require confidentiality-based requirements other than Protected Health Information (PHI) or Personally Identifiable Information (PII). The ability to protect information such as addresses and telephone numbers for the safety of the client must also be implemented. |  |  | Choose an item. |  |
| 9.1.3 |  | The system must capture the data elements necessary to conduct a risk analysis that measures the system's vulnerability to fraud or theft, loss of data, physical destruction, unauthorized access, intrusion, and harm to agency activities. |  |  | Choose an item. |  |
| 9.1.4 |  | The system must ensure user security access using a single log in to all resources of the new system. Access to the new system must be as seamless to the user. |  |  | Choose an item. |  |
| 9.1.5 |  | The system must use multifactor authentication for privileged accounts. |  |  | Choose an item. |  |
| 9.1.6 |  | The system must provide attribute-based access. |  |  | Choose an item. |  |
| 9.1.7 |  | The system must obscure sensitive data and display only when specifically requested on a filed by field basis. |  |  | Choose an item. |  |
| 9.2 | Unauthorized Access |  |  |  |  |  |
| 9.2.1 |  | The system must be protected against unauthorized access to computer resources and data in order to reduce erroneous or fraudulent activities and protect the privacy rights of individuals against unauthorized disclosure of confidential information. | H-2 |  | Choose an item. |  |
| 9.2.2 |  | The system must use role base access based on a hierarchy: state, offices, roles, etc. (to cover DSS, SES, and all CT IV-D partner agencies with system access) to ensure data integrity and activity/case ownership. |  |  | Choose an item. |  |
| 9.2.3 |  | The system must support state and federal policies and procedures regarding the safeguarding of data. |  |  | Choose an item. |  |
| 9.2.4 |  | System, terminal, and password identifications must be controlled, randomly selected, and must uniquely identify the system user. |  |  | Choose an item. |  |
| 9.2.5 |  | Password security must extend to the functional screen level and limit the user's capability to view and/or update those screens. |  |  | Choose an item. |  |
| 9.2.6 |  | The system must automatically require the system user to change passwords periodically. |  |  | Choose an item. |  |
| 9.2.7 |  | The system must provide security levels for access to records and files and utilize automatic sign-off techniques. |  |  | Choose an item. |  |
| 9.2.8 |  | The system must support procedures for system and terminal user identification assignment, maintenance, and cancellation must be in place and include: a) Delegation and maintenance of the password system limited to a select number of people, and b) A mechanism to quickly notify those responsible when there are personnel changes. |  |  | Choose an item. |  |
| 9.2.9 |  | The system must detect, record, and lock out unauthorized attempts to gain access to system software and data. |  |  | Choose an item. |  |
| 9.2.10 |  | Access to sensitive documents or forms generated by the system must be restricted. |  |  | Choose an item. |  |
| 9.2.11 |  | The system must implement IRS Pub. 1075 requirements for FTI. |  |  | Choose an item. |  |
| 9.2.12 |  | For security purposes, the system must be capable of maintaining information on all changes to critical records and/or data fields (e.g., Arrearage Balance, Monthly Court-Ordered Support Amounts, SSN, Name, Family Violence Indicator, etc.), including identification of the responsible system user/caseworker and date/time of the change. |  |  | Choose an item. |  |
| 9.2.13 |  | The system must be capable of routinely monitoring the access to use of the automated system. |  |  | Choose an item. |  |
| 9.2.14 |  | The system document generation function must automatically prevent disclosure of personally identifiable information on persons designated as subject to family violence. |  |  | Choose an item. |  |
| 9.2.15 |  | The system must accommodate State's password configuration and reset requirements. |  |  | Choose an item. |  |
| 9.2.16 |  | The system must have "multi-level" security of confidential files and records to ensure only appropriate staff have access. |  |  | Choose an item. |  |
| 9.2.17 |  | The system must capture all user activity in a log and identify the type of activity for filtering purposes. |  |  | Choose an item. |  |
| 9.2.18 |  | The system must log virus software updates. |  |  | Choose an item. |  |
| 9.2.19 |  | The system must prevent or "identify” and alert administrators of unauthorized changes. |  |  | Choose an item. |  |
| 9.3 | Application Software |  |  |  |  |  |
| 9.3.1 |  | The State must have procedures in place for the retrieval, maintenance, and control of the application software. | H-3 |  | Choose an item. |  |
| 9.3.2 |  | Application software development must include recovery and restart capabilities for events such as operator errors, data errors and/or hardware/software failures. |  |  | Choose an item. |  |
| 9.3.3 |  | All testing of programs must be accomplished using test data as opposed to “live (production) data. |  |  | Choose an item. |  |
| 9.3.4 |  | An audit trail of all operating system actions must be maintained either on the automatic console log or on the computer system's job accounting file. |  |  | Choose an item. |  |
| 9.3.5 |  | The system must provide complete and accurate internal audit trails of all financial management activities, e.g., billing, receipting and distribution, and support order changes. |  |  | Choose an item. |  |
| 9.3.6 |  | Access to system utility programs must be limited to necessary individuals with specific designation. |  |  | Choose an item. |  |
| 9.4 | Program Data |  |  |  |  |  |
| 9.4.1 |  | The State must have procedures in place for the retrieval, maintenance, and control of program data. | H-4 |  | Choose an item. |  |
| 9.4.2 |  | All changes to master files must be authorized and initiated by persons independent of the data processing function. |  |  | Choose an item. |  |
| 9.4.3 |  | Override capability or bypassing of data validation on editing problems must be restricted to supervisory personnel. |  |  | Choose an item. |  |
| 9.4.4 |  | All system-generated overrides must be automatically logged by the application so that actions can be analyzed for appropriateness and correctness. |  |  | Choose an item. |  |
| 9.4.5 |  | The system must generate record counts to validate the completeness of data processed. |  |  | Choose an item. |  |
| 9.4.6 |  | All rejected data must be automatically written to a suspense file and a record count made. |  |  | Choose an item. |  |
| 9.5 | Protection and Backup |  |  |  |  |  |
| 9.5.1 |  | The system hardware, software, documentation, and communications must be protected, and backups must be available. | H-5 |  | Choose an item. |  |
| 9.5.2 |  | The State must have an approved disaster recovery plan which provides detailed actions to be taken in the event of a natural disaster (fire, water damage, etc.) or a disaster resulting from negligence, sabotage, mob action, etc. The disaster recovery plan should at a minimum include: a) Documentation of approved backup arrangements, b) Formal agreement of all parties, c) An established processing priority system, d) Arrangements for use of a backup facility, and e) Periodic testing of the backup procedures/facility. |  |  | Choose an item. |  |
| 9.5.3 |  | The State must maintain a listing of retention periods for all application and operating system files and program versions. |  |  | Choose an item. |  |
| 9.5.4 |  | At a minimum the State must retain, in a form retrievable through automated system recovery and restore procedures, a 3-year automated history of the database off-site. |  |  | Choose an item. |  |
| 9.5.5 |  | The system must have, or be supported by, an automated recovery and restore capability in case of system malfunction or failure. |  |  | Choose an item. |  |
| 9.5.6 |  | The State must conduct routine, periodic backups of all child support system data files, application programs, and documentation. |  |  | Choose an item. |  |
| 9.5.7 |  | The State must store duplicate sets of files, programs, documentation, etc., off-site in secure waterproof and fireproof facilities. |  |  | Choose an item. |  |
| 9.6 | Process date/ time |  |  |  |  |  |
| 9.6.1 |  | The system must be capable of processing date/time data. | H-6 |  | Choose an item. |  |
| 9.6.2 |  | All information technology hardware, software, and firmware product utilized by the Statewide automated child support enforcement system shall be able to accurately process date/time data, including, but not limited to, leap year calculations to the extent that other information technology, used in combination with the information technology being acquired, properly exchanges date/time data with it. |  |  | Choose an item. |  |
| 9.7 | Sign-On |  |  |  |  |  |
| 9.7.1 |  | The system must support a single sign-on process with HIPAA-compliant password control. |  |  | Choose an item. |  |
| 9.8 | Inactive Workstation |  |  |  |  |  |
| 9.8.1 |  | The system must provide for password validation after a specified time of workstation inactivity. The entry of a password must reestablish the user to the screen and activity under way when the interruption of activity occurred. |  |  | Choose an item. |  |
| 9.9 | User Roles |  |  |  |  |  |
| 9.9.1 |  | The system must provide for role assignment for each authorized staff member. The system must allow for multiple roles for each staff member, with edits to prohibit a single staff member having both supervisory and line authorization for financial management functions. |  |  | Choose an item. |  |
| 9.9.2 |  | Sample Roles include but are not limited to: |  |  | Choose an item. |  |
| 9.9.3 |  | • Intake Specialist |  |  | Choose an item. |  |
| 9.9.4 |  | • Child Support Specialist |  |  | Choose an item. |  |
| 9.9.5 |  | • Child Support Supervisor |  |  | Choose an item. |  |
| 9.9.6 |  | • Paralegal |  |  | Choose an item. |  |
| 9.9.7 |  | • Attorney |  |  | Choose an item. |  |
| 9.9.8 |  | • Locate Specialist |  |  | Choose an item. |  |
| 9.9.9 |  | • Service of Process Officer |  |  | Choose an item. |  |
| 9.9.10 |  | • Judge |  |  | Choose an item. |  |
| 9.9.11 |  | • Hearing Officer |  |  | Choose an item. |  |
| 9.9.12 |  | • County Office Manager |  |  | Choose an item. |  |
| 9.9.13 |  | • Financial Clerk |  |  | Choose an item. |  |
| 9.9.14 |  | • Financial Management Specialist |  |  | Choose an item. |  |
| 9.9.15 |  | • Financial Management Supervisor |  |  | Choose an item. |  |
| 9.9.16 |  | • Interstate Specialist |  |  | Choose an item. |  |
| 9.9.17 |  | • Enforcement Specialist |  |  | Choose an item. |  |
| 9.9.18 |  | • Lien Specialist |  |  | Choose an item. |  |
| 9.9.19 |  | • Central Registry Manager |  |  | Choose an item. |  |
| 9.9.20 |  | • Administrative Hearing Officer |  |  | Choose an item. |  |
| 9.9.21 |  | • Program Administrator |  |  | Choose an item. |  |
| 9.9.22 |  | • System Support Specialist |  |  | Choose an item. |  |
| 9.9.23 |  | • Person Clearance Specialist |  |  | Choose an item. |  |
| 9.9.24 |  | • Employer Clearance Specialist |  |  | Choose an item. |  |
| 9.9.25 |  | • Policy Analyst |  |  | Choose an item. |  |
| 9.9.26 |  | • Policy Supervisor |  |  | Choose an item. |  |
| 9.9.27 |  | The system must provide the capability for workers other than the responsible worker to perform specific case actions, receive case action lists, and record case action dispositions. |  |  | Choose an item. |  |
| 9.10 | Case Data Access Restrictions |  |  |  |  |  |
| 9.10.1 |  | The system must provide for restricting access by designated staff to specific cases. Program administrators must be authorized to maintain the restriction information. |  |  | Choose an item. |  |
| 9.10.2 |  | The system must use the information about restricted cases in the system navigation logic to prevent unauthorized access. |  |  | Choose an item. |  |
| 9.11 | Identity Management |  |  |  |  |  |
| 9.11.1 |  | The system shall allow for the creation, inquiry, changes, and deletions of organization information. |  |  | Choose an item. |  |
| 9.11.2 |  | The system shall capture organization information such as, but not limited to: effective dates, organization type, maximum users, environment access, etc. |  |  | Choose an item. |  |
| 9.11.3 |  | The system shall capture password information such as, but not limited to: Maximum number of users allowed by organization, password expiry interval, non-use revocation, etc. |  |  | Choose an item. |  |
| 9.11.4 |  | The system shall allow an organization status such as, but not limited to: Active, canceled, denied, hold, suspended, stop, approved, etc. |  |  | Choose an item. |  |
| 9.11.5 |  | The system shall display organization hierarchy. |  |  | Choose an item. |  |
| 9.11.6 |  | The system shall allow for the creation, inquiry, changes, and deletions of users. |  |  | Choose an item. |  |
| 9.11.7 |  | The system shall display all users assigned to organization. |  |  | Choose an item. |  |
| 9.11.8 |  | The system shall allow user functionality such as, but not limited to: create, lock, unlock, revoking, etc. |  |  | Choose an item. |  |
| 9.11.9 |  | The system shall capture user information such as, but not limited to: Name, division, location, organization, effective date, contact, email, etc. |  |  | Choose an item. |  |
| 9.11.10 |  | The system shall capture user type such as, but not limited to: Internal, external, public organization, etc. |  |  | Choose an item. |  |
| 9.11.11 |  | The system shall prevent a user ID to have multiple user-types. |  |  | Choose an item. |  |
| 9.11.12 |  | The system shall allow password functionality such as, but not limited to: creation, resets, unlocking, etc. |  |  | Choose an item. |  |
| 9.11.13 |  | The system shall allow a system administrator role that will allow the functions such as, but not limited to: Create role based userids, establish system access, establish access to system functionality access, etc. |  |  | Choose an item. |  |
| 9.11.14 |  | The system shall allow access to users within their organization or sub-divisions. |  |  | Choose an item. |  |
| 9.11.15 |  | The system shall allow self-service password resets. |  |  | Choose an item. |  |
| 9.11.16 |  | The system shall allow passwords to be generated upon creation. |  |  | Choose an item. |  |
| 9.11.17 |  | The system shall allow for forcing password changes upon creation. |  |  | Choose an item. |  |
| 9.11.18 |  | The system shall allow for password locking. |  |  | Choose an item. |  |
| 9.11.19 |  | The system shall meet the Agency's password guidelines. |  |  | Choose an item. |  |
| 9.11.20 |  | The system shall expire password based on expiry interval. |  |  | Choose an item. |  |
| 9.11.21 |  | The system shall revoke user ID upon expiration date. |  |  | Choose an item. |  |
| 9.11.22 |  | The system shall log/capture all changes made to identity management system such as, but not limited to: name, date, time, user ID, etc. |  |  | Choose an item. |  |
| 9.11.23 |  | The system shall capture before and after record change information. |  |  | Choose an item. |  |
| 9.11.24 |  | The system shall prevent changes to be made to their own user ID, role, etc.; the change must be initiated by another userid with proper rights. |  |  | Choose an item. |  |
| 9.11.25 |  | The system shall prevent users from granting roles or rights they don't own in their own profile. |  |  | Choose an item. |  |
| 9.12 | IRS Security Compliance |  |  |  |  |  |
| 9.12.1 |  | The system must comply with all requirements of IRS Publication 1075 (available at http://www.irs.gov/uac/Safeguards-Program) |  |  | Choose an item. |  |
| 9.12.2 |  | The vendor must demonstrate compliance with appropriate Computer Security Evaluation Matrix (SCSEM) checklists prior to the system being presented for user acceptance testing |  |  | Choose an item. |  |
| 9.12.3 |  | Nessus scans of each environment that will process or store FTI shall be conducted at least every 30 days. The scans will use the Audit files provided by the Internal Revenue Service. The scans shall be conducted by the Agency or the vendor. |  |  | Choose an item. |  |
| 9.12.4 |  | If Federal Tax Data will be in the cloud: |  |  | Choose an item. |  |
| 9.12.5 |  | Cloud providers must maintain FedRAMP authorizations at the moderate level or higher |  |  | Choose an item. |  |
| 9.12.6 |  | cloud providers must not allow access to FTI-processing systems from offshore locations |  |  | Choose an item. |  |
| 9.12.7 |  | cloud providers must not store FTI data in offshore locations |  |  | Choose an item. |  |
| 9.12.8 |  | Encrypt data in transit and at rest within the cloud environment |  |  | Choose an item. |  |

**10.0 Customer Relationship**

|  | **General Description** | **Requirement Details** | **Federal Guide Section Ref.** | **Solution Description** | **Response Code** | **If requirement is not met, explain why?** |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |
| 10.1 | Support Interactive Voice Response and Advanced Telephony |  |  |  |  |  |
| 10.1.1 |  | The system must provide an incoming Interactive Voice Response (IVR) system to provide case information to customers and employers when requested. The system must: | I-1. |  | Choose an item. |  |
| 10.1.2 |  | Support IVR capabilities to serve participants, employers, fatherhood participants, and members of the general public. |  |  | Choose an item. |  |
| 10.1.3 |  | Provide the ability to monitor calls. |  |  | Choose an item. |  |
| 10.1.4 |  | Provide for a single IVR entry point that allows transfer of calls to any point within CT. |  |  | Choose an item. |  |
| 10.1.5 |  | Provide information before speaking to a customer service representative. |  |  | Choose an item. |  |
| 10.1.6 |  | Provide multiple options for information or assistance in the initial greeting, and to easily change this greeting. |  |  | Choose an item. |  |
| 10.1.7 |  | Allow staff members to transfer calls directly to any other telephone number within CT. |  |  | Choose an item. |  |
| 10.1.8 |  | Require security access to account information by entering a secure pin and systemize additional security information to protect privacy. |  |  | Choose an item. |  |
| 10.1.9 |  | Track calls and provide statistics. |  |  | Choose an item. |  |
| 10.1.10 |  | Provide a single participant with various types of case information during a single call, e.g.  1.) Payment information  2.) Paternity Establishment information,  3.) Additional options to provide information |  |  | Choose an item. |  |
| 10.2 | Support Customer Service Website |  |  |  |  |  |
| 10.2.1 |  | The system should support State Child Support Customer Service websites. The system must be capable of: | I-2. |  | Choose an item. |  |
| 10.2.2 |  | 1) Providing account and identity setup and verification  2) Online, smart application data entry with edits for mandatory data  3) Application status  4) Document and/or picture upload  5) Modify or cancel an application prior to submitting 6) Appointment status  7) Captures family violence indicators  8) Communication between public and worker. 9) Payment history |  |  | Choose an item. |  |
| 10.2.3 |  | Provide interactive web based services capable of: 1) Entering applications. 2) Online smart application data entry with edits for mandatory data.  3) Role based access to updates.  4) Communication to public account owner with status or documentation needs.  5) Book appointments with client. |  |  | Choose an item. |  |
| 10.2.4 |  | Trigger interfaces with:  1) Appropriate interfaces based on criteria. 2) Judicial court with a docket number is entered on the application. |  |  | Choose an item. |  |
| 10.2.5 |  | Interact with the IVR. |  |  | Choose an item. |  |
| 10.2.6 |  | Provide Portal "Help" capabilities at the field and page level. Provide general information, disclosures, privacy policies etc. |  |  | Choose an item. |  |
| 10.2.7 |  | Ensure staff member and external portals/partners have ability to record items for audit trails. |  |  | Choose an item. |  |
| 10.2.8 |  | Capture worker and client (external) portal usage/statistics for analysis. |  |  | Choose an item. |  |
| 10.2.9 |  | Offer and track surveys and survey responses. |  |  | Choose an item. |  |
| 10.2.10 |  | Accommodate federal and CT court/judicial interfaces. |  |  | Choose an item. |  |
| 10.2.11 |  | Accommodate various forms / information exchanges, to include but not limited to: 1) Payment processing affidavit (built-in tools for all calculations). 2) Document uploads - supplemental forms Identity verification. 3) Status updates for case, payments, etc. 4) Two-way communication - while completing the form and also after human review. 5) Ability for a client to cancel/close a prior request for application.  6) Domestic violence indicator. 7) Ability to book appointments on-line. 8) Apply for certain requests, i.e written request of adjustment 9) Change of Individual demographics, and Address 10) Employer info |  |  | Choose an item. |  |
| 10.3 | Participant Portal |  |  |  |  |  |
| 10.3.1 |  | Present an Interactive participant portal with different views and content specific to the customer's needs (e.g. CPs, NCPs, Employers, Housing Authority, workers, Fatherhood, Interstate, other providers such as Genetic Testing Labs). |  |  | Choose an item. |  |
| 10.3.2 |  | Include: 1) Information on local offices. 2) Ability for participants to upload documents to their account.  3) Ability for the CT staff to send client documents/ forms other information to their portal account. 4) Ability to verify that the customer received transmittal from the staff member or system. 5) Ability for the customer to view documents associated with their case based on document type rules. 6) Ability to offer and accept digital signature from the client. 7) Capable of providing customer portal "Help" or "Chat". |  |  | Choose an item. |  |
| 10.3.3 |  | Ability to provide case information based on the case to include:  1) Pay history including an ability for CPs to verify payments received. 2) Update an address. 3) Update Employer/Employment information. 4) Recent payments and balance. 5) Apply for services with online application. 6) Provide actual forms.  7) Provide information as to the supporting documentation needed by the client. 8) Affidavits. 9) Case Status and next steps. 10) Pending actions (such as court dates or appointments). 11) Court Orders. 12) Payment coupons. 13) Link to payment "Pay Online" system provided by SDU. |  |  | Choose an item. |  |
| 10.3.4 |  | Allow for the participant to establish a secure account. |  |  | Choose an item. |  |
| 10.3.5 |  | Receive, at a minimum, nightly updates of participant and account data, with "real time" interaction preferable. |  |  | Choose an item. |  |
| 10.3.6 |  | Prompt NCPs to consider fatherhood program and to provide information related to the Fatherhood Program including local office and other contact information. |  |  | Choose an item. |  |
| 10.3.7 |  | Provide information in English and Spanish (at a minimum). |  |  | Choose an item. |  |
| 10.3.8 |  | Present information based on a participant's needs (using menu options). |  |  | Choose an item. |  |
| 10.4 | Staff Member Portal |  |  |  |  |  |
| 10.4.1 |  | Support a Staff Member Portal capable of providing IV-A related data associated with the client/case participants. |  |  | Choose an item. |  |
| 10.4.2 |  | Include in the staff member portal single sign-on (or other automated log in capabilities) with DSS systems. |  |  | Choose an item. |  |
| 10.4.3 |  | Allow for staff member access to the "client's" account (impersonation), e.g. call center resource ability to see what the client (external account owner) is seeing on their portal page. |  |  | Choose an item. |  |
| 10.5 | Interstate Portal |  |  |  |  |  |
| 10.5.1 |  | The system should support interstate caseworker web services. The system must: | I-3. |  | Choose an item. |  |
| 10.5.2 |  | Support Query Interstate Cases for Kids (QUICK), a web-based child support enforcement application. |  |  | Choose an item. |  |
| 10.5.3 |  | Provide information to Interstate / Intergovernmental case workers based on security criteria. |  |  | Choose an item. |  |
| 10.6 | Employer Portal |  |  |  |  |  |
| 10.6.1 |  | The system should support Child Support websites with the Employer community as the customer. The system must: | I-4. |  | Choose an item. |  |
| 10.6.2 |  | Permit employers to submit information on National Medical support notice via an interactive web application. |  |  | Choose an item. |  |
| 10.6.3 |  | Provide information to employers related to EFT/EDI to assist them in submitting wage withholdings through EFT/EDI. |  |  | Choose an item. |  |
| 10.6.4 |  | Provide a means for small employers and independent contractors to authorize debit of their bank accounts for child support wage withholding. |  |  | Choose an item. |  |
| 10.6.5 |  | Provide a means for employers to update employer (their) demographic information via the website. Updates should be reviewed by an authorized user |  |  | Choose an item. |  |
| 10.6.6 |  | Include an electronic version of an Employer Desk Guide for child support enforcement. |  |  | Choose an item. |  |
| 10.6.7 |  | Include an electronic means for employers to notify the State CSE agency of termination of employment for former employers that had been subject to wage withholding. |  |  | Choose an item. |  |
| 10.6.8 |  | Support Employer Portal Information based on FEIN with content including a) access to the list of their employees who are NCPs, allow an employer to upload and receive employer related documents via their portal account. |  |  | Choose an item. |  |
| 10.7 | Support Call Center |  |  |  |  |  |
| 10.7.1 |  | The system should support the State Customer Service call center. Staff should have appropriate secure access to key data on the system to respond to frequently asked questions from CP, NCP, employers, public and other State agencies. | I-5. |  | Choose an item. |  |
| 10.8 | Support Additional Activities |  |  |  |  |  |
| 10.8.1 |  | Other activities the system must support include: |  |  | Choose an item. |  |
| 10.8.2 |  | Providing the technical resources necessary to plan, develop and implement QUICK. | I-6. |  | Choose an item. |  |
| 10.8.3 |  | Providing ongoing technical support and maintenance of the State’s hardware and software. | I-7. |  | Choose an item. |  |
| 10.8.4 |  | Branch to Branch VPN is the current method, validate against Active Directory prior to access. |  |  | Choose an item. |  |
| 10.8.5 |  | Maintaining a secure interface with the OCSE web server. | I-8. |  | Choose an item. |  |
| 10.8.6 |  | Providing as much data as possible upon request, a minimum of one year’s data is preferable. | I-9. |  | Choose an item. |  |
| 10.8.7 |  | Maintaining an audit trail of user IDs and case IDs. | I-10. |  | Choose an item. |  |
| 10.8.8 |  | Ability to capture and report on call center data and web data via data warehouse. |  |  | Choose an item. |  |
| 10.8.9 |  | System should have the ability to make credit card (and other modes of payments) payment through mobile and IVR |  |  | Choose an item. |  |
| 10.8.10 |  | FTI data should not be available using IVR and Client portal |  |  | Choose an item. |  |
| 10.8.11 |  | IVR, and Client portals should support multiple languages based on State/DSS standards |  |  | Choose an item. |  |
| 10.9 | Client Portal |  |  |  |  |  |
| 10.9.1 |  | The system must provide the CP and NCP the capability of accessing specific case information through customer service web pages |  |  | Choose an item. |  |
| 10.9.2 |  | Information to be provided will include payment information and case status information as well as appointments and hearing dates. |  |  | Choose an item. |  |
| 10.9.3 |  | The web site must provide the ability for customers to update certain demographic information such as addresses, employers, and telephone numbers. |  |  | Choose an item. |  |
| 10.9.4 |  | The web site must provide customers the ability to request and receive automatic email alerts regarding recent activities on their cases such as a payment being received, or a hearing being scheduled |  |  | Choose an item. |  |
| 10.9.5 |  | The web pages must provide sufficient security, to prevent unauthorized access to case information. |  |  | Choose an item. |  |
| 10.9.6 |  | System will provide the capabilities for a customer to enter data in a form through client portal, and the system generated 2-d barcode with appropriate information, which the client could print and walk-in into an office. This form could be scanned into the system and relevant data prepopulated from the form into the system |  |  | Choose an item. |  |
| 10.10 | IVR |  |  |  |  |  |
| 10.10.1 |  | The system must provide the CP and NCP the capability of accessing payment information and case status information and accessing answers to frequently asked child support program questions over an interactive voice response (IVR) system. This system should also provide general information regarding the child support program, office locations, normal business hours, etc. |  |  | Choose an item. |  |

**11.0 Document Management**

| **ID** | **General Description** | **Requirement Details** | **Federal Guide Section Ref.** | **Solution Description** | **Response Code** | **If requirement is not met, explain why?** |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |
| 11.1 | Document Management |  |  |  |  |  |
| 11.1.1 |  | System will provide the capability to scan and upload documents from client portal or mobile |  |  | Choose an item. |  |
| 11.1.2 |  | System will provide capability to scan documents / images to a document repository |  |  | Choose an item. |  |
| 11.1.3 |  | Scanning capabilities must be compatible with FileNet (or other enterprise content management system). |  |  | Choose an item. |  |
| 11.1.4 |  | Accommodate central scan or desk-top scanning capabilities. |  |  | Choose an item. |  |
| 11.1.5 |  | Capture and store metadata related to documents and document types. The system must capture all scanned document indexing data elements. |  |  | Choose an item. |  |
| 11.1.6 |  | Notify appropriate worker(s) that a document has been received- based on business rules. |  |  | Choose an item. |  |
| 11.1.7 |  | The system must link the scanned document to the case and client record. |  |  | Choose an item. |  |
| 11.1.8 |  | The system must allow for the creation, inquiry, changes, and deletions of scanned images. |  |  | Choose an item. |  |
| 11.1.9 |  | The system must include integrated scanning capability for all required documents accepted from various offices. |  |  | Choose an item. |  |
| 11.1.10 |  | The system must allow for retrieval of specific documents from the case records. |  |  | Choose an item. |  |
| 11.1.11 |  | The system must allow for document search functionality. |  |  | Choose an item. |  |
| 11.1.12 |  | The system must allow for alerting of document retention expiration. |  |  | Choose an item. |  |
| 11.1.13 |  | Optional - The system must include the capability for OCR functionality of scanned forms. |  |  | Choose an item. |  |
| 11.1.14 |  | The document management system must offer features including but not limited to: |  |  | Choose an item. |  |
| 11.1.15 |  | • Secure storage of documents, images, and correspondences. |  |  | Choose an item. |  |
| 11.1.16 |  | • Controlled role-based access based on category, type of document, case etc. |  |  | Choose an item. |  |
| 11.1.17 |  | • Versioning/History of scanned documents. |  |  | Choose an item. |  |
| 11.1.18 |  | • Complete audit trail of access and changes. |  |  | Choose an item. |  |
| 11.1.19 |  | Store various formats such as PDF, Word, Excel, JPG etc. |  |  | Choose an item. |  |
| 11.2 | Document Management Features |  |  |  |  |  |
| 11.2.1 |  | The system used by OCSS must support a robust document management capability. The system must maintain version histories for each document. The system must: |  |  | Choose an item. |  |
| 11.2.2 |  | Provide 2D bar code reader capability. |  |  | Choose an item. |  |
| 11.2.3 |  | Capture and store metadata related to documents and document types. |  |  | Choose an item. |  |
| 11.2.4 |  | Provide document search via multiple data fields such as case, member, date ranges, document types, etc. |  |  | Choose an item. |  |
| 11.2.5 |  | Provide a text search within a document stored in the repository |  |  | Choose an item. |  |
| 11.2.6 |  | Integrate with Judicial eFiling system (inbound and outbound). |  |  | Choose an item. |  |
| 11.2.7 |  | Allow access to document management from a State approved mobile device. |  |  | Choose an item. |  |
| 11.2.8 |  | Notify appropriate worker(s) that a document has been received for a person or case based on business rules. |  |  | Choose an item. |  |
| 11.2.9 |  | Have the ability to Capture electronic signatures on forms |  |  | Choose an item. |  |
| 11.2.10 |  | Store various formats such as PDF, Word, Excel, JPG etc. |  |  | Choose an item. |  |
| 11.2.11 |  | Import documents from ImpaCT (Eligibility System) using an interface |  |  | Choose an item. |  |
| 11.2.12 |  | Import faxed documents into the document management repository |  |  | Choose an item. |  |
| 11.2.13 |  | Scan documents / images to a document repository and ability to email it to a staff member. |  |  | Choose an item. |  |
| 11.2.14 |  | Scanning capabilities must be compatible with Filenet (or other standard enterprise content management system). |  |  | Choose an item. |  |
| 11.2.15 |  | Accommodate central scan or desk-top scanning capabilities. |  |  | Choose an item. |  |
| 11.2.16 |  | Scan documents index them and link them to a case and person. |  |  | Choose an item. |  |
| 11.2.17 |  | Provide for the centralized printing of all forms |  |  | Choose an item. |  |
| 11.2.18 |  | Include both print and automated processing. |  |  | Choose an item. |  |
| 11.2.19 |  | Create and accept all court documents. |  |  | Choose an item. |  |
| 11.2.20 |  | Create housing verification requests, scan and store authorizations, via interface with the CT Housing Authority. |  |  | Choose an item. |  |
| 11.3 | Document Generation |  |  |  |  |  |
| 11.3.1 |  | The system must provide for document generation for all case related documents. The system must generate these documents automatically as a result of system processes wherever possible. The system must provide for an online function to request documents for immediate printing or for overnight batch generation. It must extract case information for inclusion in documents. It must accommodate information as confidential when family violence indicators have been set. The system must support user selection of the correct correspondence form by grouping forms within the areas of case initiation, locate, establishment, enforcement, financial, interstate among others. It must provide for soliciting information not maintained by the system from the user at the time of generation. The system must maintain a library of standard document templates. The system is expected to maintain a history of all documents produced and printed and make them available for reprint. |  |  | Choose an item. |  |
| 11.3.2 |  | The system must maintain a history of all documents generated with all associated user and system data. It must provide the capability for reprint and for document storage in an imaging system. |  |  | Choose an item. |  |
| 11.3.3 |  | The system must link correspondence to entities such as, but not limited to: Client and Case record. |  |  | Choose an item. |  |
| 11.3.4 |  | The system must allow a case/client centric view to include correspondences sent from the system. |  |  | Choose an item. |  |
| 11.3.5 |  | The system must allow for tracking of client correspondence. |  |  | Choose an item. |  |
| 11.3.6 |  | The system must store and link all system generated customer correspondence to the case and client record. |  |  | Choose an item. |  |
| 11.3.7 |  | The system must capture correspondence information such as, but not limited to: Creation date/timestamp, sent timestamp, reference number ID etc. |  |  | Choose an item. |  |
| 11.3.8 |  | The system must generate correspondence such as, but not limited to: Notices/letters, Email, text/SMS, etc. |  |  | Choose an item. |  |
| 11.3.9 |  | The system must allow for correspondence versioning. |  |  | Choose an item. |  |
| 11.3.10 |  | The system must allow for sending bulk emails using specific customer criteria. |  |  | Choose an item. |  |
| 11.3.11 |  | The system must allow for all email documents to be tracked. |  |  | Choose an item. |  |
| 11.3.12 |  | The system must generate on-demand customer letter or customer notifications. |  |  | Choose an item. |  |
| 11.3.13 |  | The system must allow staff to enter additional manual information during the customer correspondence creation. |  |  | Choose an item. |  |
| 11.3.14 |  | The system must allow staff to preview and make additional edits to letters; prior to printing. |  |  | Choose an item. |  |
| 11.4 | Electronic Notification |  |  |  |  |  |
| 11.4.1 |  | The system must support electronic notifications. |  |  | Choose an item. |  |
| 11.4.2 |  | The system used by OCSS must provide the ability to email appropriate documents, bills / coupons, payments records, appointment notices, and other designated documents when an email address exists on the system for the receiving party. The system must also provide the ability for individuals responding to correspondence to complete and sign forms electronically. The system must further support these functions in mobile applications. |  |  | Choose an item. |  |
| 11.4.3 |  | The system document management must provide the ability to store and retrieve case notes for document creation; send and receive documents via a secure portal; email documents or general communication to participants, and capture fillable forms. |  |  | Choose an item. |  |
| 11.4.4 |  | The system must support notification (documents) to clients via text or email of correspondence available on the portal and capture the text or email sent in the Doc Management System (SMS), with the ability to receive confirmation of SMS or email delivery. Ability for the worker to import electronic documents/emails into the document management system and index it to the appropriate case. |  |  | Choose an item. |  |
| 11.4.5 |  | The system must support the ability for the staff member to import electronic documents/emails into the document management system and index it to the appropriate case. |  |  | Choose an item. |  |
| 11.5 | Templates |  |  |  |  |  |
| 11.5.1 |  | The system must provide the ability for specified users to create new forms templates and maintain existing form templates. All form templates must include bar codes for imaging purposes. Form templates must be searchable by any included text, and an automated method of prompting users to review expiring forms must be available. |  |  | Choose an item. |  |
| 11.6 | Application Forms |  |  |  |  |  |
| 11.6.1 |  | The system must provide the ability for specified users to create new forms templates and maintain existing form templates. All form templates must include bar codes for imaging purposes. An automated method of prompting users to review expiring forms must be available. |  |  | Choose an item. |  |
| 11.7 | Maintain History |  |  |  |  |  |
| 11.7.1 |  | Document history must be seamlessly contained within the overall case history. |  |  | Choose an item. |  |
| 11.7.2 |  | The system must maintain a history of all documents generated with associated user and system data. It must provide the capability for reprint and for document storage in an document management system. |  |  | Choose an item. |  |

**12.0 Workflow Management and Business Rules**

| **ID** | **General Description** | **Requirement Details** | **Federal Guide Section Ref.** | **Solution Description** | **Response Code** | **If requirement is not met, explain why?** |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |
| 12.1 | Workflow Management |  |  |  |  |  |
| 12.1.1 |  | The system must support workflow, which should be rules based, allowing for automatic and manual launching of activities, and providing prompts to workers identifying the appropriate next steps which must be followed. The system must: |  |  | Choose an item. |  |
| 12.1.2 |  | Update the system with data in selected document fields which may be imported into the document management system. |  |  | Choose an item. |  |
| 12.1.3 |  | Assign the case to the next function based on the criteria needed for that function. |  |  | Choose an item. |  |
| 12.1.4 |  | Validate data prior to the system setting the case to the next step/function. |  |  | Choose an item. |  |
| 12.1.5 |  | Alert the worker, based on rules, to determine if next step is appropriate; (e.g. checking data from other systems to ensure accurate case processing). |  |  | Choose an item. |  |
| 12.1.6 |  | Ability to reconfigure workflow when needed without programming. |  |  | Choose an item. |  |
| 12.1.7 |  | Provide workflow at the case and worker level. |  |  | Choose an item. |  |
| 12.1.8 |  | Notify Supervisors for approvals prior to moving a case to the next step based on pre-determined rules. |  |  | Choose an item. |  |
| 12.1.9 |  | Provide a Supervisor checklist and approval needs for certain processes and to the extent possible, pre-populate those lists with system data (e.g. case closures). |  |  | Choose an item. |  |
| 12.1.10 |  | Provide configurable dashboards for supervisors that provide access to cases, functions, and tasks completed with easy navigation to supporting documentation. |  |  | Choose an item. |  |
| 12.1.11 |  | Alert staff members at the time of needed action to associated / companion cases that may impact the action based on per-determined criteria. |  |  | Choose an item. |  |
| 12.1.12 |  | Handle rules-based case assignment. |  |  | Choose an item. |  |
| 12.1.13 |  | Reassign existing caseload(s) to another worker or multiple workers based on business needs. |  |  | Choose an item. |  |
| 12.1.14 |  | Provide Configurable timeframe alerts. |  |  | Choose an item. |  |
| 12.1.15 |  | Support – both automated and manual – enforcement workflows. |  |  | Choose an item. |  |
| 12.1.16 |  | Maintain a history of workflow and enable integration into data warehouse. |  |  | Choose an item. |  |
| 12.1.17 |  | System will support workflow and will automatically route approvals based on assigned roles |  |  | Choose an item. |  |
| 12.1.18 |  | The system must provide for daily, weekly, and monthly monitoring of person and case data using parameterized workflow that defines each process and all steps and time frames associated with the process. The automated workflow must provide for automatic document generation, automatic appointment scheduling, and automatic referral of a person or case to the next workflow step. The work flow process must provide for notifying when required federal time frames may be exceeded unless prompt action is taken and for notifying supervisory staff when required federal time frames have been exceeded. |  |  | Choose an item. |  |
| 12.2 | Business Rules Engine |  |  |  |  |  |
| 12.2.1 |  | The system must have the ability to support a business rules engine seamlessly integrated in the solution |  |  | Choose an item. |  |
| 12.2.2 |  | The system should have the ability to isolate business rules from the application |  |  | Choose an item. |  |
| 12.2.3 |  | The system should have the ability for authorized power users to modify and maintain the business rules |  |  | Choose an item. |  |

**13.0 Intergovernmental Case Management**

| **ID** | **General Description** | **Requirement Details** | **Federal Guide Section Ref.** | **Solution Description** | **Response Code** | **If requirement is not met, explain why?** |
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|  |  |  |  |  |  |  |
| 13.1 | Intergovernmental Case Management |  |  |  |  |  |
| 13.1.1 |  | The system must provide for management of all interstate cases. The system must: | D-7 |  | Choose an item. |  |
| 13.1.2 |  | Support all functions assigned to the Central Registry and integrate all related activities. |  |  | Choose an item. |  |
| 13.1.3 |  | Automatically meet the following requirements:  a) Transmit and receive information related to interstate referrals through the Child Support Enforcement Network (CSENet) using Direct File Transfer (Frame Relay communications) and all CSENet Standard Transactions (i.e., CSI, LO1, PAT, EST, ENF, MSC, and COL). b) Receive, process, access locate sources, and respond to LO1 request. c) Provide the caseworker with online access to information received in response to LO1 and CSI request, and allow the caseworker to electronically move selected information to the case record. |  |  | Choose an item. |  |
| 13.1.4 |  | Leverage document management technology to send and receive information The ability to capture the states that participate fully vs those that don't in CSENet. |  |  | Choose an item. |  |
| 13.1.5 |  | Provide and maintain an easily updatable a table of States, territories, tribal, or other nations that participate in CSENet and the extent to which they participate (transaction types) and verify against this table before initiating CSENet actions. Automatically perform next action and initiate workflow when CSENET is used. Automatically perform next action including notifying the staff member and initiate workflow when CSENET cannot be used. |  |  | Choose an item. |  |
| 13.1.6 |  | Capture and take next actions, including notifying staff members, of CSENet delivery error codes or successful delivery codes. Maintain these histories in the automated case record. |  |  | Choose an item. |  |
| 13.1.7 |  | Automatically take the next action when allowed by business rules or alert staff member to take actions on CSENet requests for or provision of information. |  |  | Choose an item. |  |
| 13.1.8 |  | Ensure that interstate cases receive the same services as intrastate cases, but with special provisions to meet interstate requirements. |  |  | Choose an item. |  |
| 13.1.9 |  | Include data elements necessary to identify a case as interstate and identify the other State and its FIPS. |  |  | Choose an item. |  |
| 13.1.10 |  | Use the IV-D case identifier to identify the case in all CSENet transactions, and on all documents generated by the system, including documents that require a raised seal or notarization. |  |  | Choose an item. |  |
| 13.1.11 |  | Include edits applied to inbound data (e.g. SSNs) via CSENet and take appropriate next action, including providing notification to in-state and/or out-of-state staff members. |  |  | Choose an item. |  |
| 13.1.12 |  | Generate interstate forms as follows:  a) Extract data from the automated system, populate and automatically generate the forms for States unable to accept these forms electronically through CSENet. b) In the case of interstate forms requiring notarized signatures or raised seal, extract data from the automated system, to the extent possible, populate the form, and generate the interstate form. |  |  | Choose an item. |  |
| 13.1.13 |  | Accept incoming CSENet cases new to CT, and include edits/notifications if cases and/or participants are or may be known to CT. |  |  | Choose an item. |  |
| 13.1.14 |  | Provide specialized interstate/Tribal/international configurable workflows based on case activities (e.g. review and adjust, medical support, administrative enforcement). |  |  | Choose an item. |  |
| 13.1.15 |  | Include case processing, workflows, and document management for international cases that recognize the Hague agreement of January 2017. |  |  | Choose an item. |  |
| 13.2 | Interstate Responding |  |  |  |  |  |
| 13.2.1 |  | The system must manage responding-State case actions. The system must: | D-8 |  | Choose an item. |  |
| 13.2.2 |  | Track and record dates to ensure that the following timeframes are met:  a) Within 10 working days of the receipt of an incoming interstate case with a request for service, the system must: 1.) Notify the caseworker to take required action to verify the completeness of the received documentation.  2.) Generate a response to the initiating IV-D agency through CSENet acknowledging receipt of the case. 3.) Notify the agency of the need for additional information and/or corrections if unable to proceed with the case because of inadequate documentation. 4.) Notify the agency of where the case was referred for action. |  |  | Choose an item. |  |
| 13.2.3 |  | Process all registered orders, recognizing that certain registrations result in cases with limited services, identify the services that a case is eligible for, and capture information in the automated case record. |  |  |  |  |
| 13.2.4 |  | Track and record dates to ensure that the following timeframes are met:  b) Within 10 working days of locating the non-custodial parent in a different State/jurisdiction, the system must use CSENet to notify the initiating State or the State/jurisdiction where the non-custodial parent has been located. c) Within 10 working days of the receipt of new information, the system must use CSENet to notify the initiating State of the new information. |  |  | Choose an item. |  |
| 13.2.5 |  | Track and record dates to ensure that the following timeframes are met:  a) 75 calendar days of receipt of an interstate referral through CSENet, the responding IV-D agency’s system must automatically:  1.) Provide locate services if necessary. 2.) Provide other IV-D services on the case to the extent possible, pending receipt of additional or corrected information. |  |  | Choose an item. |  |
| 13.2.6 |  | Automatically forward the interstate case to the appropriate processing unit within the State. If an incoming interstate case is received with inadequate documentation, automatically, or if necessary, through caseworker intervention, forward the case to the appropriate function for any action that can be taken. |  |  | Choose an item. |  |
| 13.2.7 |  | Record, track and age the date additional information was requested from the initiating State and the type of information requested and entered in the automated case record. Notify the staff member if the requested information is not received within established time periods. |  |  | Choose an item. |  |
| 13.2.8 |  | If additional information is received within the identified time frame, take the next action, including notifying the staff member, initiate workflow, and record all actions in the automated case record. |  |  | Choose an item. |  |
| 13.2.9 |  | Create a new case, providing rules to designate fields which do not get automatically populated. |  |  | Choose an item. |  |
| 13.2.10 |  | Provide specific interstate dashboards that include program standards. Issuing state, responding state, initiating state, state that has CEJ (continuing exclusive jurisdiction) |  |  | Choose an item. |  |
| 13.2.11 |  | Provide the initiating State, through CSENet if the initiating states accepts that notification, advance notice of hearings that may result in either paternity establishment or establishment/adjustment of a support order. Court-based or administrative Enforcement proceedings Data elements must indicate the dates of upcoming hearings. Automatically create a paper transmittal if CSENet is not possible. |  |  | Choose an item. |  |
| 13.2.12 |  | When business rules indicate, generate auto response to any CSENet inbound transaction. |  |  | Choose an item. |  |
| 13.2.13 |  | Provide case status updates to initiating States through CSENet if possible or through creation of a Transmittal. |  |  | Choose an item. |  |
| 13.2.14 |  | Automatically note in the case record all actions, including the transfer of the case to another State/jurisdiction if the non-custodial parent is located there. |  |  | Choose an item. |  |
| 13.2.15 |  | Enter in the case record and advise the initiating state when a case is closed by CT the reason and date of closure. |  |  | Choose an item. |  |
| 13.3 | Interstate Initiating |  |  |  |  |  |
| 13.3.1 |  | The system must manage initiating-State case actions. The system must: | D-9 |  | Choose an item. |  |
| 13.3.2 |  | Track and control dates to ensure that the following timeframes are met:  a) Within 20 calendar days of determining the non-custodial parent is in another State/jurisdiction, and, if appropriate, the receipt of any information needed to process the case, the system must refer the case to that State using CSENet. b) Within 30 days of receipt of a request for additional information, the system either must provide the requested information or the date the information will be provided, using CSENet. |  |  | Choose an item. |  |
| 13.3.3 |  | Within 10 working days of receiving new case information, the system must use CSENet to automatically transmit such information when possible or automatically create the transmittal to the responding State and notify the responsible caseworker of the action. |  |  | Choose an item. |  |
| 13.3.4 |  | When a notice concerning review and adjustment of an order is received from a responding State, generate a notice or cover letter to transmit the notice to the parent in the initiating State. |  |  | Choose an item. |  |
| 13.3.5 |  | Provide specific interstate dashboards that include program standards. |  |  | Choose an item. |  |
| 13.4 | Interstate Tribal |  |  |  |  |  |
| 13.4.1 |  | The system must provide for management of all Tribal IVD cases. The system must: | D-10 |  | Choose an item. |  |
| 13.4.2 |  | Automatically accept and process automated case referrals from the Tribe IVD system if the Tribal IVD agency is automated. |  |  | Choose an item. |  |
| 13.4.3 |  | Automatically record, in the automated case record, the date the referral is received. |  |  | Choose an item. |  |
| 13.4.4 |  | Provide program information describing services and fees, rights and responsibilities, and cost recovery distribution policies to Tribal recipients and the date the information was provided recorded in the comprehensive, chronological case history. |  |  | Choose an item. |  |
| 13.4.5 |  | Accept and process all federally and state required referral information on the CP,: NCP, Child(ren), Support orders, |  |  | Choose an item. |  |
| 13.4.6 |  | Within 20 calendar days of the receipt of a referral: a) Establish a case record.  b) Refer the case to the appropriate processing unit (i.e., locate or paternity establishment). c) notify the caseworker of the case. d) submit the case to the Federal Case Registry. |  |  | Choose an item. |  |
| 13.4.7 |  | Provide specific interstate dashboards that include program standards. |  |  | Choose an item. |  |
| 13.5 | Tribal Responding |  |  |  |  |  |
| 13.5.1 |  | The system must manage responding Tribal case actions. The system must: | D-11 |  | Choose an item. |  |
| 13.5.2 |  | Include processing for Tribal cases that match all interstate case processing and federal requirements. |  |  | Choose an item. |  |
| 13.6 | Tribal Initiating |  |  |  |  |  |
| 13.6.1 |  | The system must manage initiating Tribal case actions. | D-12 |  | Choose an item. |  |
| 13.6.2 |  | Include processing for Tribal cases that match all interstate case processing and federal requirements. |  |  | Choose an item. |  |
| 13.7 | Reports |  |  |  |  |  |
| 13.7.1 |  | Inter-Governmental reports - as identified in the RFP, and in JAD sessions |  |  | Choose an item. |  |

**14.0 Quality Control**

|  | **General Description** | **Requirement Details** | **Federal Guide Section Ref.** | **Solution Description** | **Response Code** | **If requirement is not met, explain why?** |
| --- | --- | --- | --- | --- | --- | --- |
| 14.1 | Quality Control |  |  |  |  |  |
| 14.1.1 |  | The system must support quality control efforts by: |  |  | Choose an item. |  |
| 14.1.2 |  | Including a quality control dashboard configured according to state needs. |  |  | Choose an item. |  |
| 14.1.3 |  | Providing static quality reports as well as the ability to create ad-hoc and on-demand reports. |  |  | Choose an item. |  |
| 14.1.4 |  | If a case is being audited, it should be flagged. System should have the ability to track certain (pre-defined) actions, that would impact the case that is being audited, QC staff should be alerted if such actions are performed. |  |  | Choose an item. |  |
| 14.1.5 |  | The system should have the ability to alert QC on any case data related to OCSE-157 |  |  | Choose an item. |  |

**15.0 Fatherhood Initiative**

| **ID** | **General Description** | **Requirement Details** | **Federal Guide Section Ref.** | **Solution Description** | **Response Code** | **If requirement is not met, explain why?** |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |
| 15.1 | Fatherhood Initiative |  |  |  |  |  |
| 15.1.1 |  | The system must support Fatherhood Initiative activities by: |  |  | Choose an item. |  |
| 15.1.2 |  | Identifying cases potentially eligible for Fatherhood services and automatically taking the next case action, such as notification generation, invoking a workflow to automatically track the next action which may include notifying the staff member, and including actions in the case record and on reports. |  |  | Choose an item. |  |
| 15.1.3 |  | Monitor, track, and report on fatherhood services provided. Reporting must include an impact analysis of the fatherhood services on performance measures for fatherhood program. Track how fatherhood program supports child support program and vice versa. |  |  | Choose an item. |  |
| 15.1.4 |  | Dash boards and reports must provide the ability to drill down to the individual level for all information pre and post Fatherhood participation. |  |  | Choose an item. |  |
| 15.1.5 |  | Capture whether program participation is voluntary program, suggested by a court, or due to some other circumstance. |  |  | Choose an item. |  |
| 15.1.6 |  | Individual participant records must contain a field that indicates participation in the Fatherhood program and associated time frames for activities (e.g. date application was received, date services began, date services ended, whether participant completed the program, results of participation). |  |  | Choose an item. |  |
| 15.1.7 |  | Capture and use: participant types, reason codes, and other data on the Fatherhood program assessment forms. |  |  | Choose an item. |  |
| 15.1.8 |  | Include Fatherhood Initiative forms in all document management and updating automated case record activities. Forms include but are not limited to: Intake forms, assessment forms, and release of information forms. System may automate the forms as data-entry screens, thereby not needing document management. |  |  | Choose an item. |  |
| 15.1.9 |  | Create a Fatherhood-only case types for cases not included in the IV-D caseload and use this case type for program Financial tracking and exclude from Federal reporting. |  |  | Choose an item. |  |
| 15.1.10 |  | Upon application entry, conduct member and case match to identify existing member information and automatically capture member Fatherhood participation. |  |  | Choose an item. |  |
| 15.1.11 |  | Provide the ability to search on and generate reports on Fatherhood participation codes for use in outreach activities, including notification generation. |  |  | Choose an item. |  |
| 15.1.12 |  | Provide comprehensive view of case, member, child, order, payment data associated with the participant to Fatherhood users with limited use capabilities. |  |  | Choose an item. |  |
| 15.1.13 |  | Provide a method for IV-D staff members to create a referral to the Fatherhood program. |  |  | Choose an item. |  |
| 15.1.14 |  | Provide capability to interface with other State agencies to exchange Fatherhood initiative data. |  |  | Choose an item. |  |
| 15.1.15 |  | Identify, track and report on all fatherhood services provided to the participant by: participant, office, program, state, etc. |  |  | Choose an item. |  |
| 15.1.16 |  | Provide for capture, reporting, and analysis of multiple participant outcomes, which include but are not limited to: increased times with children, payment impacts and trends, jobs obtained, and hours worked weekly. |  |  | Choose an item. |  |
| 15.1.17 |  | Capture contact and organization information for inbound and outbound referrals, as well as a referral reason codes. For outbound referrals, system should provide the capability to generate the outbound referral |  |  | Choose an item. |  |
| 15.1.18 |  | Capture reasons for denial and termination of services. If termination is due to violence, then it should be flagged and sent to IV-D case. |  |  | Choose an item. |  |
| 15.1.19 |  | Maintain the history of the participant and participation activities. |  |  | Choose an item. |  |
| 15.1.20 |  | Determine, track, and report on the impact of arrears adjustment on program funding. |  |  | Choose an item. |  |
| 15.1.21 |  | Track and age by referral source to alert (tickler) for follow up based on fatherhood rules criteria. |  |  | Choose an item. |  |
| 15.1.22 |  | Provide survey ability and other means of tracking customer satisfaction. |  |  | Choose an item. |  |
| 15.1.23 |  | Produce IV-D reports showing all participation outcomes, including the child's engagement with father. |  |  | Choose an item. |  |
| 15.1.24 |  | Fatherhood program module needs to be outside of IV-D system, but should be coupled. |  |  | Choose an item. |  |