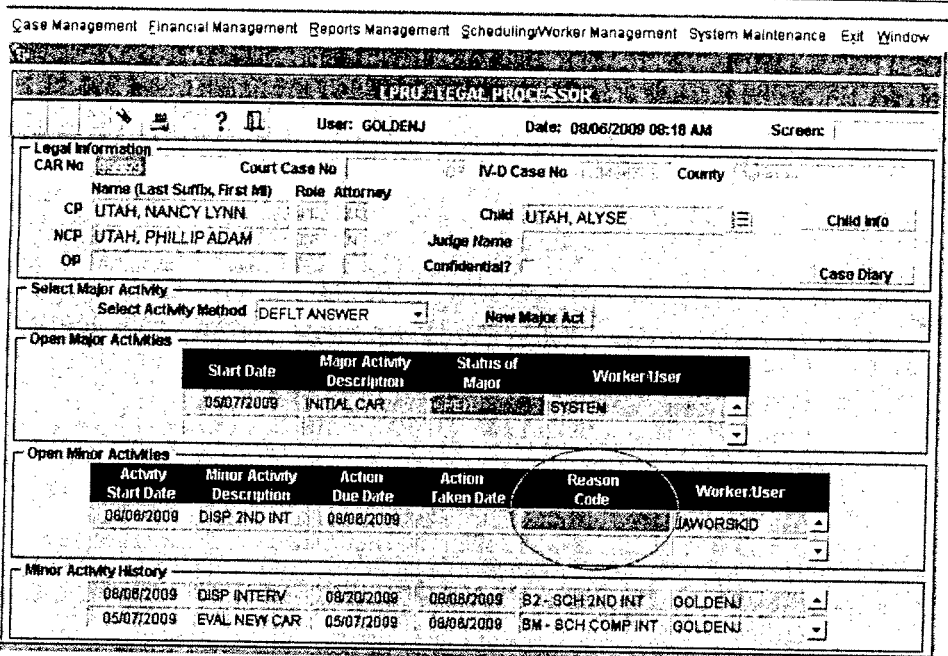
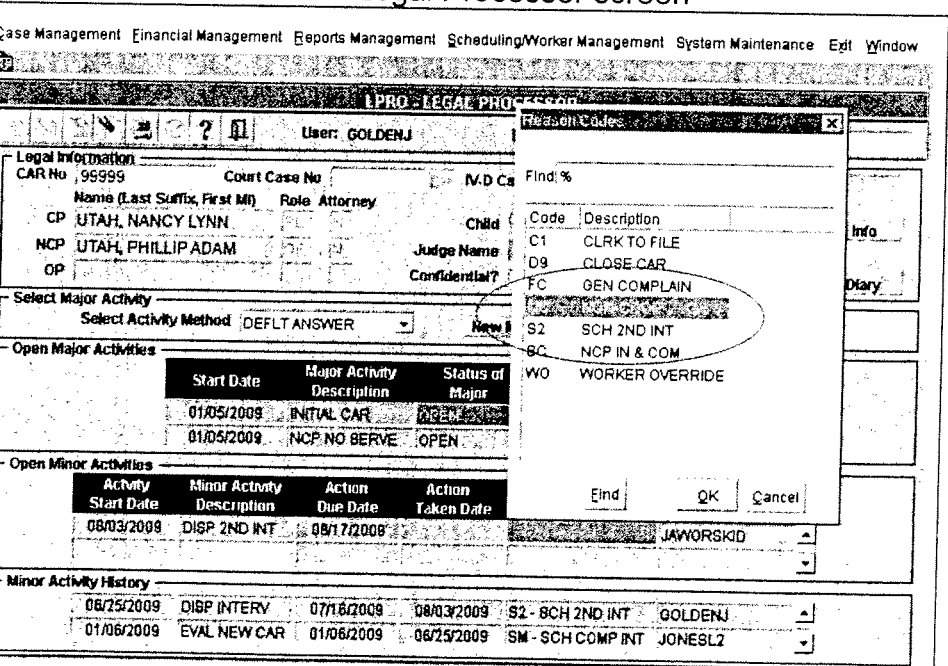
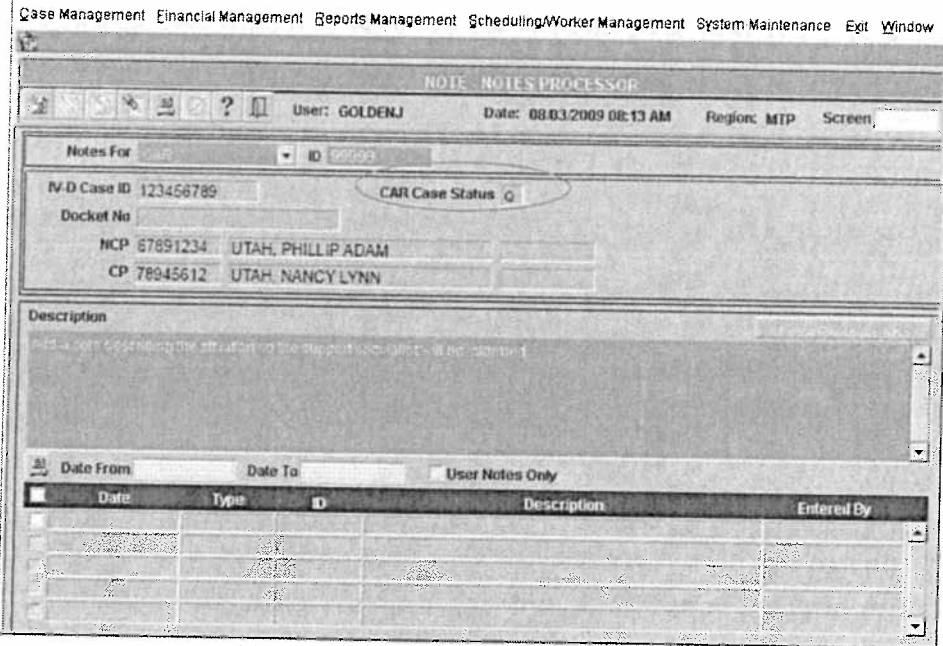


PA: CP IS NON-COOPERATIVE AND ON ASSISTANCE JOB AID

Purpose: This job aid provides detailed instructions on how to work a CAR when the custodial party (CP) is non-cooperative and is on assistance.

Process	MiCSES Screens
<p>Marking the IV-D case as Non-Cooperative</p> <p>In this example, the CP has not attended two interview appointments and will be marked as non-cooperative.</p> <ol style="list-style-type: none"> 1. Navigate to the <i>LPRO – Legal Processor</i> screen. 2. Type in the CAR number in the CAR No field. 3. Press the <ENTER> key. 	 <p>LPRO – Legal Processor screen</p>
<ol style="list-style-type: none"> 4. Double-click in the Reason Code field. 5. Select NC – NON-COOP. 6. Click OK. 7. Click the Update icon. <p>An alert is sent to the Support Specialist (SS) to follow up with the CP. They will send a contact letter to the CP asking them to contact the SS.</p>	 <p>LPRO – Legal Processor screen</p>

Process	MiCSES Screens
<p>MiCSES automatically navigates to the <i>NOTE – Notes Processor</i> screen. The note “CP found to be uncooperative – Support Specialist notified” is added by MiCSES. If you have more information to share with the SS, add another note with the details.</p> <ol style="list-style-type: none"> 8. Click the Clear icon one time. 9. Enter a note detailing the circumstances of the non-cooperation. <p>Notice the CAR status has moved to Q – <i>Non-cooperation</i>.</p> <ol style="list-style-type: none"> 10. Set a reminder to check the case in 60 days. 	 <p style="text-align: center;">NOTE – Notes processor screen</p>

Process	MiCSES Screens																																											
<p>Close the CAR</p> <p>After 60 days, evaluate the CAR for an agency complaint. If no agency complaint can be filed, close the CAR using the <i>DH – CL CAR/NCOOP</i>.</p> <ol style="list-style-type: none"> 11. Navigate to the LPRO screen. 12. Enter the CAR number in the CAR No field. 13. Press the <ENTER> key. 14. Double-click in the Reason Code field. 15. Select <i>DH – CL CAR/NCOOP</i>. 16. Click OK. 17. Click the UPDATE icon 	<p>The screenshot shows the LPRO - Legal Processor screen with a search window open. The search results table is as follows:</p> <table border="1"> <thead> <tr> <th>Code</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>D8</td> <td>COOPERATIVE</td> </tr> <tr> <td>D9</td> <td>CLOSE CAR</td> </tr> <tr> <td>WO</td> <td>WORKER OVERRIDE</td> </tr> </tbody> </table> <p>The 'D9 CLOSE CAR' option is circled in the screenshot.</p> <p>Below the search window, the main screen displays the following data:</p> <p>Legal Information: CAR No: 99999, Court Case No: N-D Ca, Name (Last Suffix, First MI): UTAH, NANCY LYNN, Role: Attorney, Child: UTAH, PHILLIP ADAM, Judge Name: OP, Confidential? (checkbox)</p> <p>Select Major Activity: Select Activity Method: DEFLT ANSWER</p> <p>Open Major Activities:</p> <table border="1"> <thead> <tr> <th>Start Date</th> <th>Major Activity Description</th> <th>Status of Major</th> </tr> </thead> <tbody> <tr> <td>01/05/2009</td> <td>INITIAL CAR</td> <td>OPEN</td> </tr> <tr> <td>01/05/2009</td> <td>NCP NO SERVE</td> <td>OPEN</td> </tr> </tbody> </table> <p>Open Minor Activities:</p> <table border="1"> <thead> <tr> <th>Activity Start Date</th> <th>Minor Activity Description</th> <th>Action Due Date</th> <th>Action Taken Date</th> </tr> </thead> <tbody> <tr> <td>08/03/2009</td> <td>NONCOOP</td> <td>10/02/2009</td> <td></td> </tr> </tbody> </table> <p>Minor Activity History:</p> <table border="1"> <thead> <tr> <th>Activity Start Date</th> <th>Minor Activity Description</th> <th>Action Due Date</th> <th>Action Taken Date</th> <th>Case No</th> <th>User</th> </tr> </thead> <tbody> <tr> <td>08/03/2009</td> <td>DISP 2ND INT</td> <td>08/17/2009</td> <td>08/03/2009</td> <td>NC - NON-COOP</td> <td>GOLDENJ</td> </tr> <tr> <td>06/25/2009</td> <td>DISP INTERV</td> <td>07/16/2009</td> <td>09/03/2009</td> <td>92 - SCH 2ND INT</td> <td>GOLDENJ</td> </tr> </tbody> </table>	Code	Description	D8	COOPERATIVE	D9	CLOSE CAR	WO	WORKER OVERRIDE	Start Date	Major Activity Description	Status of Major	01/05/2009	INITIAL CAR	OPEN	01/05/2009	NCP NO SERVE	OPEN	Activity Start Date	Minor Activity Description	Action Due Date	Action Taken Date	08/03/2009	NONCOOP	10/02/2009		Activity Start Date	Minor Activity Description	Action Due Date	Action Taken Date	Case No	User	08/03/2009	DISP 2ND INT	08/17/2009	08/03/2009	NC - NON-COOP	GOLDENJ	06/25/2009	DISP INTERV	07/16/2009	09/03/2009	92 - SCH 2ND INT	GOLDENJ
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LPRO – Legal Processor screen

Process

MiCSES automatically navigates to the NOTE screen. The note "CLOSE CAR, CP NONCOOP > 60 days" is added by MiCSES. Notice the CAR status has moved to R – *Rejected Referral*.

MiCSES Screens

Date	Type	ID	Description	Entered By
08/03/2009 08:06	CAR	828506	CLOSE CAR CP NONCOOP > 60 DAYS	SYSTEM
08/03/2009 08:06	CAR	828506	CAR Status changed from Q to R.	SYSTEM
08/03/2009 08:06	CAR	828506	CP found to be non-cooperative - Support specialist notified	SYSTEM
08/03/2009 08:06	CAR	828506	Non-cooperation reason changed to B	SYSTEM
08/03/2009 08:06	CAR	828506	CAR Status changed from A to Q	SYSTEM

NOTE – Notes Processor screen

18. Confirm all activities are closed on the LPRO screen.

LPRO – Legal Processor screen



Process	MiCSES Screens																																																																																																																								
<p>19. Confirm all activities are at COMP (complete) status on the CASD – Case Diary screen.</p> <p>The CAR and all PA activities are closed.</p>	<p>The screenshot shows the 'CASD - CASE ACTIVITY DIARY' screen. At the top, there are navigation tabs: Case Management, Financial Management, Reports Management, Scheduling/Worker Management, System Maintenance, and Exit Window. Below these, the user is identified as GOLDENJ and the date is 08/03/2009 08:13 AM. The main area displays case information for Case ID 78945612, Docket ID, CAR No. 99999, County 025 (Genesee), and N-D Case Status OPEN. A table of activities is shown below, with columns for Start Date, Func Area, Activity Group, Minor Activity, Due Date, End Date, Status, Reason Code, Member ID, Note, Alert To, and Updated By. The table contains 10 rows of activity data, all with a Status of 'COMP'. At the bottom, there is a 'Description Note' field.</p> <table border="1"> <thead> <tr> <th>Start Date</th> <th>Func Area</th> <th>Activity Group</th> <th>Minor Activity</th> <th>Due Date</th> <th>End Date</th> <th>Status</th> <th>Reason Code</th> <th>Member ID</th> <th>Note</th> <th>Alert To</th> <th>Updated By</th> </tr> </thead> <tbody> <tr> <td>08/03/2009</td> <td>EST</td> <td>EICAR</td> <td>NCOOP</td> <td>10/02/2009</td> <td>08/03/2009</td> <td>COMP</td> <td>DH</td> <td>N</td> <td>JAWORSKID</td> <td></td> <td>GOLDENJ</td> </tr> <tr> <td>08/03/2009</td> <td>EBT</td> <td>EICAR</td> <td>SINT2</td> <td>08/17/2009</td> <td>08/03/2009</td> <td>COMP</td> <td>NC</td> <td>N</td> <td>JAWORSKID</td> <td></td> <td>GOLDENJ</td> </tr> <tr> <td>07/04/2009</td> <td>EST</td> <td>NCPLC</td> <td>NCP6M</td> <td>10/02/2009</td> <td>08/03/2009</td> <td>COMP</td> <td></td> <td>N</td> <td>JAWORSKID</td> <td></td> <td>GOLDENJ</td> </tr> <tr> <td>08/25/2009</td> <td>EBT</td> <td>EICAR</td> <td>SINTR</td> <td>07/16/2009</td> <td>08/03/2009</td> <td>COMP</td> <td>S2</td> <td>N</td> <td>JAWORSKID</td> <td></td> <td>GOLDENJ</td> </tr> <tr> <td>04/05/2009</td> <td>EST</td> <td>NCPLC</td> <td>NCP6M</td> <td>07/04/2009</td> <td>07/04/2009</td> <td>COMP</td> <td>JC</td> <td>N</td> <td>JAWORSKID</td> <td></td> <td>AUTOUSER</td> </tr> <tr> <td>03/11/2009</td> <td>EST</td> <td>NCPLC</td> <td>NCP3M</td> <td>04/05/2009</td> <td>04/05/2009</td> <td>COMP</td> <td>JB</td> <td>N</td> <td>JAWORSKID</td> <td></td> <td>AUTOUSER</td> </tr> <tr> <td>01/06/2009</td> <td>EST</td> <td>EICAR</td> <td>EVCAR</td> <td>01/06/2009</td> <td>08/25/2009</td> <td>COMP</td> <td>SM</td> <td>N</td> <td>JAWORSKID</td> <td></td> <td>JONESL2</td> </tr> <tr> <td>01/05/2009</td> <td>EST</td> <td>EICAR</td> <td>RECAR</td> <td>01/05/2009</td> <td>01/06/2009</td> <td>COMP</td> <td>JT</td> <td>N</td> <td>JAWORSKID</td> <td></td> <td>AUTOUSER</td> </tr> <tr> <td>01/05/2009</td> <td>EST</td> <td>NCPLC</td> <td>NCP2M</td> <td>03/11/2009</td> <td>03/11/2009</td> <td>COMP</td> <td>JA</td> <td>N</td> <td>JAWORSKID</td> <td></td> <td>AUTOUSER</td> </tr> </tbody> </table>	Start Date	Func Area	Activity Group	Minor Activity	Due Date	End Date	Status	Reason Code	Member ID	Note	Alert To	Updated By	08/03/2009	EST	EICAR	NCOOP	10/02/2009	08/03/2009	COMP	DH	N	JAWORSKID		GOLDENJ	08/03/2009	EBT	EICAR	SINT2	08/17/2009	08/03/2009	COMP	NC	N	JAWORSKID		GOLDENJ	07/04/2009	EST	NCPLC	NCP6M	10/02/2009	08/03/2009	COMP		N	JAWORSKID		GOLDENJ	08/25/2009	EBT	EICAR	SINTR	07/16/2009	08/03/2009	COMP	S2	N	JAWORSKID		GOLDENJ	04/05/2009	EST	NCPLC	NCP6M	07/04/2009	07/04/2009	COMP	JC	N	JAWORSKID		AUTOUSER	03/11/2009	EST	NCPLC	NCP3M	04/05/2009	04/05/2009	COMP	JB	N	JAWORSKID		AUTOUSER	01/06/2009	EST	EICAR	EVCAR	01/06/2009	08/25/2009	COMP	SM	N	JAWORSKID		JONESL2	01/05/2009	EST	EICAR	RECAR	01/05/2009	01/06/2009	COMP	JT	N	JAWORSKID		AUTOUSER	01/05/2009	EST	NCPLC	NCP2M	03/11/2009	03/11/2009	COMP	JA	N	JAWORSKID		AUTOUSER
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CASD – Case Activity Diary screen