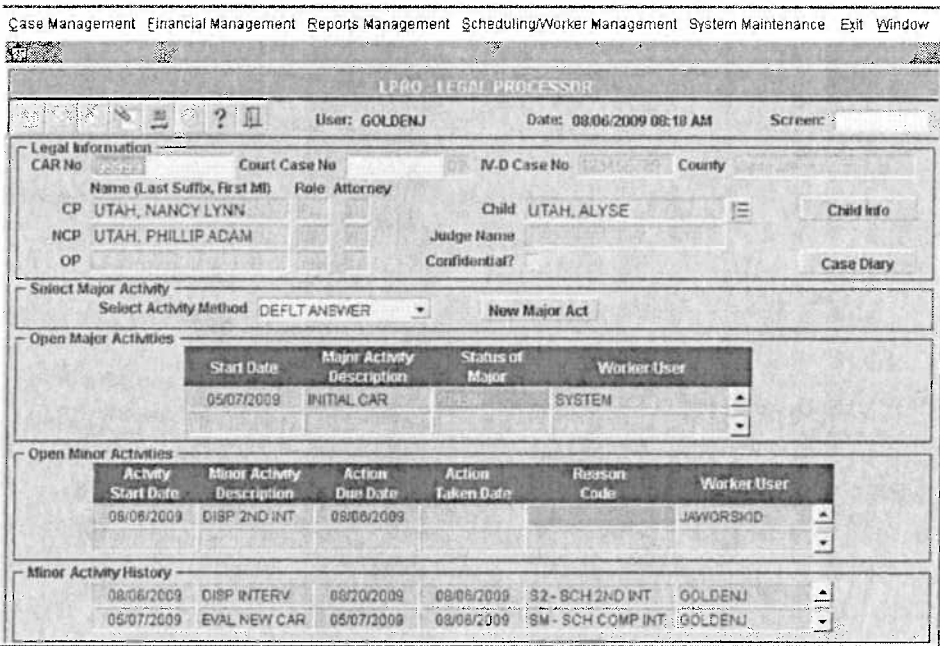


PA: MANUALLY CLOSING A CAR AND IV-D CASE JOB AID

Purpose

There are times when a Court Action Referral (CAR) and/or a IV-D case can be closed by the Prosecuting Attorney (PA) office instead of being sent back to the Support Specialist (SS). This job aid provides detailed instructions on how to manually close a CAR and the associated IV-D case in MiCSES. In this example, a custodial party (CP) who is not receiving public assistance failed to attend 2 interview appointments.

Process	MiCSES Screens
<p>Manually Closing a CAR</p> <ol style="list-style-type: none"> 1. Navigate to the <i>LPRO – Legal Processor</i> screen 2. Type the CAR number in the CAR No field. 3. Press the <ENTER> key. 	 <p>The screenshot shows the LPRO - Legal Processor interface. At the top, it says 'LPRO - LEGAL PROCESSOR' and 'User: GOLDENJ Date: 08/06/2009 08:18 AM'. Below this is a 'Legal Information' section with fields for CAR No, Court Case No, IV-D Case No, and County. There are also fields for Name (Last Suffix, First MI), Role: Attorney, Child (UTAH, ALYSE), Judge Name, Confidential?, and Case Diary. Below the legal information are sections for 'Select Major Activity' (with a dropdown set to 'DEFLT ANSWER' and a 'New Major Act' button), 'Open Major Activities' (a table with columns: Start Date, Major Activity Description, Status of Major, Worker User), and 'Open Minor Activities' (a table with columns: Activity Start Date, Minor Activity Description, Action Due Date, Action Taken Date, Reason Code, Worker User). At the bottom is a 'Minor Activity History' table with columns: Activity Start Date, Minor Activity Description, Action Due Date, Action Taken Date, Reason Code, Worker User.</p>

LPRO – Legal Processor screen

Process

4. Close the open activity chain(s) by double clicking in the **Status of Major** field.

The word OPEN will change to CLOSED

5. Click the **Update** icon

MiCSES Screens

Case Management | Financial Management | Reports Management | Scheduling | Worker Management | System Maintenance | Exit | Window

LPRO - LEGAL PROCESSOR

User: GOLDENJ Date: 08/06/2009 08:18 AM Screen:

Legal Information

CAR No: 99999 Court Case No: IV-D Case No: County:

Name (Last Suffix, First MI) Role: Attorney Child: UTAH, ALYSE Child Info

CP: UTAH, NANCY LYNN Judge Name: Confidential? Case Diary

NCP: UTAH, PHILLIP ADAM

OP:

Select Major Activity
Select Activity Method: DEFLT ANSWER New Major Act

Open Major Activities

Start Date	Major Activity Description	Status of Major	Worker/User
05/07/2009	INITIAL CAR	OPEN	SYSTEM

Open Minor Activities

Activity Start Date	Minor Activity Description	Action Due Date	Action Taken Date	Reason Code	Worker/User
08/08/2009	DISP 2ND INT	08/08/2009			JAWORSKI

Minor Activity History

Activity Start Date	Minor Activity Description	Action Due Date	Action Taken Date	Reason Code	Worker/User
08/06/2009	DISP INTERV	08/20/2009	08/06/2009	92 - SCH 2ND INT	GOLDENJ
05/07/2009	EVAL NEW CAR	05/07/2009	08/08/2009	SM - SCH COMP INT	GOLDENJ

LPRO – Legal Processor screen

The LPRO screen will look like this when all activity chains are closed.

Michigan Child Support Enforcement System

Case Management | Financial Management | Reports Management | Scheduling | Worker Management | System Maintenance | Exit | Window

LPRO - LEGAL PROCESSOR

User: GOLDENJ Date: 08/27/2008 08:02 AM Screen:

Legal Information

CAR No: 99999 Court Case No: IV-D Case No: 123456789 County:

Name (Last Suffix, First MI) Role: Attorney Child: UTAH, ALYSE Child Info

CP: UTAH, NANCY LYNN Judge Name: Confidential? Case Diary

NCP: UTAH, PHILLIP ADAM

OP:

Select Major Activity
Select Activity Method: DEFLT ANSWER New Major Act

Open Major Activities

Start Date	Major Activity Description	Status of Major	Worker/User
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Open Minor Activities

Activity Start Date	Minor Activity Description	Action Due Date	Action Taken Date	Reason Code	Worker/User
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Minor Activity History

Activity Start Date	Minor Activity Description	Action Due Date	Action Taken Date	Reason Code	Worker/User
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LPRO – Legal Processor screen

Process	MiCSES Screens
<p>6. Navigate to the CASD – Case Activity Diary screen.</p> <p>7. Confirm all activity chains are at a completed – COMP status</p> <p>If an activity is open, take appropriate steps to close it.</p>	<p style="text-align: center;">CASD – Case Activity Diary screen</p>
<p>8. Navigate to the LCSE screen.</p> <p>9. Change the CAR Status to R – Rejected Referral or X – Prior Action Existed.</p> <p>10. Press the <TAB> key.</p> <p>11. Click the Update icon.</p> <p>12. Click OK on the “Please review workflow” prompt.</p> <p>13. Click OK on the “Update Successful” prompt.</p>	<p style="text-align: center;">LCSE – Legal Case screen</p>

Process

The CAR is now closed and the IV-D case remains in the EST functional area as seen here on the CASE screen. If the IV-D case should go to another office, the local options administrator (LOA) in your office can send the IV-D case to the appropriate office via the CRAS – Case Reassignment screen. If the IV-D case should be closed, follow the steps below.

MiCSES Screens

Case Management Financial Management Reports Management Scheduling/Worker Management System Maintenance Exit Window

CASE - CASE MEMBER DETAILS

User: GOLDENJ Date: 08/06/2009 08:18 AM Region: MTP Screen

Case County: GENESEE Func Area: Docket County: GENESEE Case History

IV-D Case ID: 912439555 Docket ID: Court Case Type: Interstate:

IV-D Case Type: NON-ASSISTANCE Assistance Type: NON-ASSISTANCE Opened DT: 08/03/2009

IV-D Case Status: OPEN RFR Source: PHONE REQUEST Update Worker: GOLDENJ

Case Status RC: PR Worker ID: BERNDTL Update DT: 08/06/2009

Case Status DT: 08/06/2009 Med ENF Only: IV-D Applicant: CP Signed Req: App Sent DT:

Good Cause Cd: Good Cause DT: App Req DT: App Reqd DT:

Member ID	Member Name	DOB	SSN	Prog Type	Case Ref	Member Status	Child Ref	EST Type	IV ID	Update Worker	Hist
03375229	PHILLIP ADAM UTAH	07/04/1978	123-45-6789	N	A	A			N	GOLDENJ	
13375229	NANCY LYNN UTAH	02/29/1990	123-45-6788	N	C	A			N	GOLDENJ	
23375229	ALYSE UTAH	12/31/2008	123-45-6777	N	D	A	B		N	GOLDENJ	

CASE – Case Member Details screen

- Closing a IV-D Case**
1. Navigate to the CASE screen.
 2. Double-click in the **IV-D Case Status** field.
 3. Select **M – CASE ELIGIBLE FOR CLOSURE**.
 4. Tab to the **Case Status RC** (reason code) field.
 5. Select the appropriate case closure reason code. (For our example N9 –CP UNCOOPERATIVE IN NON-FIP CASE was used)

Case Management Financial Management Reports Management Scheduling/Worker Management System Maintenance Exit Window

CASE - CASE MEMBER DETAILS

User: GOLDENJ Date: 08/06/2009 08:18 AM Region: MTP Screen

Case County: GENESEE Func Area: Docket County: 025 GENESEE Case History

IV-D Case ID: 912439555 Docket ID: Court Case Type: Interstate:

IV-D Case Type: NON-ASSISTANCE Assistance Type: NON-ASSISTANCE Opened DT: 08/03/2009

IV-D Case Status: CASE ELIGIBLE FOR CLOSURE RFR Source: PHONE REQUEST Update Worker: GOLDENJ

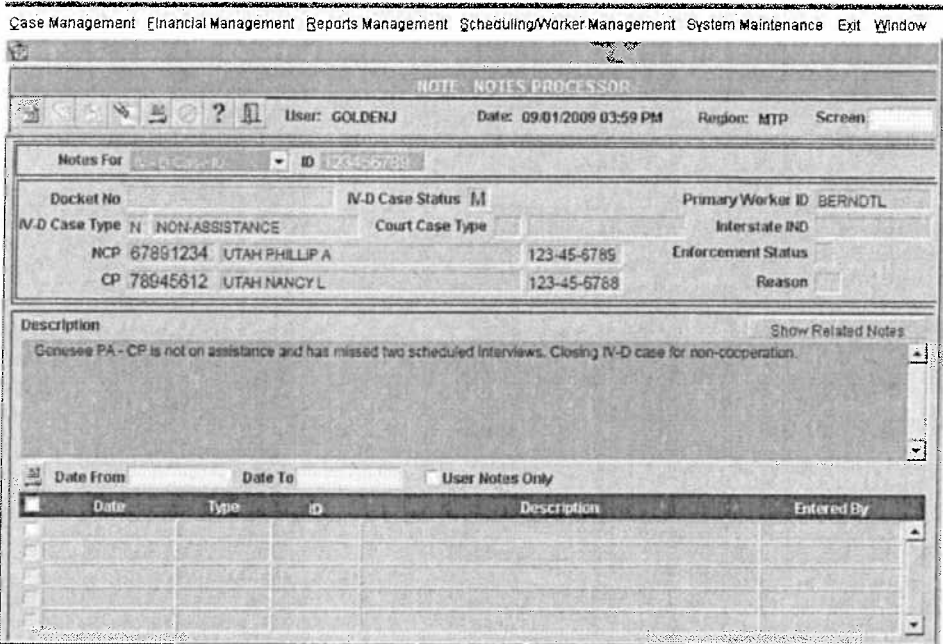
Case Status RC: CP UNCOOPERATIVE IN NOI PR Worker ID: BERNDTL Update DT: 08/06/2009

Case Status DT: 08/06/2009 Med ENF Only: IV-D Applicant: CP Signed Req: App Sent DT:

Good Cause Cd: Good Cause DT: App Req DT: App Reqd DT:

Member ID	Member Name	DOB	SSN	Prog Type	Case Ref	Member Status	Child Ref	EST Type	IV ID	Update Worker	Hist
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13375229	NANCY LYNN UTAH	02/29/1990	123-45-6788	N	C	A			N	GOLDENJ	
23375229	ALYSE UTAH	12/31/2008	123-45-6777	N	D	A	B		N	GOLDENJ	

CASE – Case Member Details screen

Process	MiCSES Screens
<p>6. Click the UPDATE icon.</p> <p>The 60 day notice of case closure will go out automatically, if appropriate, and the case will close in approximately 60 days.</p>	
<p>7. Navigate to the NOTE – Notes Processor screen</p> <p>8. Enter a case note stating the reason for case closure.</p>	 <p style="text-align: center;">NOTE – Notes Processor screen</p>

NOTE: If you get an error message stating the IV-D case can not be closed due to an open CAR, go to the *CLST – Case Search List* screen and search for the child(ren) name(s) to locate any additional CARs. Close the CARs following the steps in the Manually Closing a CAR section above, and then close the IV-D case by following the steps above.