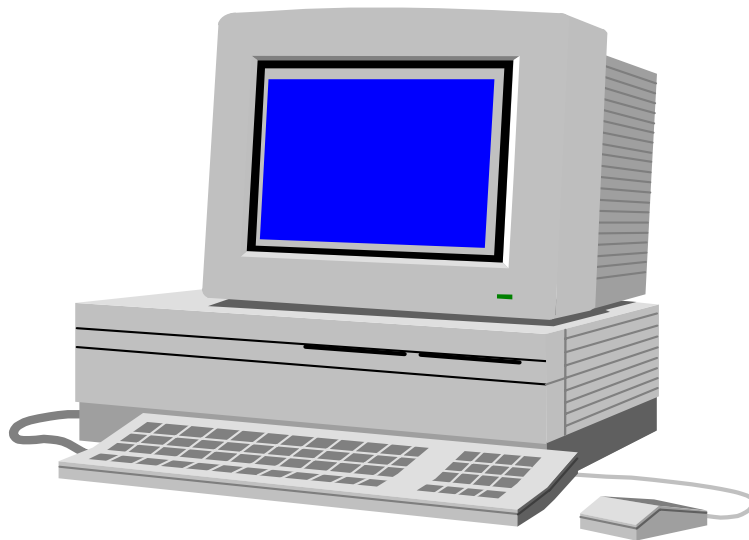


ACTS



Changes to
LEIS Profiles

Updated

March 1, 2004

“LEIS” Worker Profile Changes

The LEIS worker profile was modified effective December 22, 2003. As a result of new IRS security requirements, your access to ACTS was modified to remove screens that displayed noncustodial parent payment information.

A new screen was developed to display client disbursements only. This screen includes check number, check status and lists ALL disbursements for the selected client back to the last archive date. As a result of having access to view client disbursements only, you receive a red error message if an MPI # does not belong to an active client in ACTS.

Additional enhancements effective February 16, 2004, have been made to the client disbursement screen with details included on page 3 of this document.

You have access to the following options from the ACTS Main Menu:

```
AATMM1      SIVD1666                A C T S                HRCC7FO
12/03/03    16:35:40                MAIN MENU
                                NORTH CAROLINA AUTOMATED COLLECTION AND TRACKING SYSTEM
                                CHILD SUPPORT ENFORCEMENT
-----
02 - INQUIRY FUNCTIONS
10 - POLICY & PROCEDURE MANUAL
13 - INQUIRY FUNCTIONS II

                                ENTER NUMBER OF SELECTION  ___
-----
                                F3-SIGN OFF
```

The new screen FEG can be accessed from the Main Menu (Screen MM1), select **Option 13 – Inquiry Functions**, (Screen MQB):

```
AATMQB      SIVD1666                A C T S                HRCC7CO
12/03/03    17:03:08                INQUIRY FUNCTIONS II MENU
-----
01 - VOICE RESPONSE UNIT MENU
02 - CUSTODIAL PARENT DISBURSEMENTS

                                ENTER NUMBER OF SELECTION  ___      ENTER IV-D # OR MPI #  _____
F1-HELP                                F3-PREV SCREEN                                F12-MAIN MENU
```

Select **Option 02 – Custodial Parent Disbursements** and IV-D # / On Screen QOB, Select the Client's line # / On Screen VRF, select the line # of the case you wish to view/ to Screen FEG:

AATFEG	ACTS1008	A C T S		HRSS63Y	PAGE	01
02/11/04	13:30:11	ACTS CUSTODIAL PARENT DISBURSEMENTS			MORE	**
AP NAME	JONES	MITCHELL	L MPI #	0006626879	IV-D #	0006671673
CL NAME	JONES	JENNIFER	B MPI #	0006626902	WRKR #	SIVD1656
CP/NCP MPI: 0006626902		CP/NCP SSN 266-67-7028		CP/NCP DOB: 04/19/1977		
DISB AMT	CHECK NBR	STATUS	CHECK DATE	DD	PAYOR NAME	
\$262.50	34972447	RCKO	08/28/2003	N	JONES, MITCHELL L	
\$262.50	34846618	RCKR	08/15/2003	N	JONES, MITCHELL L	
\$100.00	34671451	RCKR	07/31/2003	N	SMITH, BUBBA H	
\$262.50	34538406	RCKR	07/17/2003	N	JONES, MITCHELL L	
\$262.50	34308353	RCKR	06/26/2003	N	JONES, MITCHELL L	
\$100.00	34168355	RCKR	06/12/2003	N	SMITH, BUBBA H	
\$262.50	33997365	RCKR	05/29/2003	N	JONES, MITCHELL L	
\$262.50	33861391	RCKR	05/15/2003	N	JONES, MITCHELL L	
\$262.50	33619768	RCKR	04/24/2003	N	JONES, MITCHELL L	
CSUP	525.00		ARREARS		1,050.00	
CSUP ORD	525.00	FREQ ORD	MNTH	ARREARS ORD	50.00	FREQ ORD MNTH
F1-HELP	F3-PREV SCREEN	F7-UP	F8-DOWN			
F12-MAIN MENU						

Effective February 16, 2004, Screen FEG will display additional information. The name of the noncustodial parent that made the payment will display at the end of each disbursement line under the "PAYOR NAME" column.

Note that the "CSUP," "ARREARS," "CSUP ORD," "FREQ ORD," "ARREARS ORD," "FREQ ORD," all pertain to the noncustodial parent whose name appears at the top of the screen.

If the client has a child support order from an additional noncustodial parent(s), you must press the F3 key to return to Screen VRF, and select the line number of the noncustodial parent's case that you wish to view information.

In situations where the monthly payments toward arrears are sufficient to repay all Unreimbursed Public Assistance (URPA) owed, the client will receive any "excess" (amount remaining after URPA balance is paid). Less than 1/5 of one percent (.019%) of disbursed child support funds fall into this category. When this situation does occur, the payor name will not be listed because the excess disbursement cannot be tracked back to a specific noncustodial parent.

The message "Possible Multi-Payors" will be displayed for the excess payment in the Payor Name column. If the client receiving the excess payment has one payor, that payor is responsible for the excess payment. If the client receiving the excess payment has multiple payors, the eligibility worker should contact the Child Support Enforcement worker to determine which payors made payments to arrears during the month in question.

Inquiry Screen Access

LEIS workers will continue to have access to the following screens:

From the Main Menu (Screen MM1), from **Option 2**; the Inquiry Functions Menu (Screen MQA):

```
AATMQA      SIVD1666      A C T S      HRCC7FO
12/03/03   16:38:59      INQUIRY FUNCTIONS MENU
-----
01 - PARTICIPANT INFORMATION
02 - CASE INFORMATION
04 - CASE WORKER TABLE INQUIRY
05 - PARTICIPANT ADDRESS INQUIRY
06 - PARTICIPANT SUPPLEMENTAL
07 - MEDICAL INSURANCE INQUIRY
09 - PARTICIPANT NAME INQUIRY
13 - CLIENT WELFARE SUMMARY
16 - INQUIRE COURT ORDER
22 - NEW HIRE REPORTING

ENTER NUMBER OF SELECTION  ___  ENTER IV-D # OR MPI #  _____

F1-HELP      F3-PREV SCREEN      F12-MAIN MENU
```

From the Main Menu (Screen MM1), **Option 10** – Policy and Procedures Manual options will remain the same.

Modifications to Inquiry Screens

Screens that contain federal tax data information were modified December 22, 2003, to exclude this information. (Some of these screens are accessed by multiple ways.) The following inquiry screens appear as below:

From the Main Menu (Screen MM1), select **Option 2**, Option 2, F9, (Screen C6A):

```
AATC6A      SIVD1666      PAGE 01      A C T S      HRCC7FO      IV-D # 0006655906
09/08/03   16:05:16      DISPLAY CASE INFORMATION      PREV #
AP NAME     LAMAS          PEDRO          MPI # 0008955961      SSN 968-03-9369
CL NAME     LORENZO        MARIA          M MPI # 0009955960      SSN 966-99-2264
EIS CASE # 66617926      MULT CASE Y

-----
TYPE       | STATUS   | EFF. DATE | ORDER DATE 04/01/2000      ORDER FREQ MNTH
-----|-----|-----|-----|-----|-----
          |          |          | LAST PYMNT 08/27/2003      PYMNT TYPE
CASE       | OPEN     | 03/12/1998 | NEXT BILL DATE 10/01/2003 (WED)
IV-D      | NPA      | 04/30/1998 | BILLING IND Y              OBLIGATION C+A
CNTY/UNIT | 089      | ENFA       | BILL SUPPRESS DT          OTHER ST
PROCESS   | COLL     | 12/10/2001 | BILL SUPP RLS DT
WORKABLE  | WORK     | 03/12/1998 | OTH STATE IV-D #          CASE TYP
WORKER    | HEND1003 | 02/16/2000 | INTERSTATE PAYEE FIPS
RESIDENCY | INS      | 03/12/1998 | INTERSTATE DOC FIPS          REL ST
INTERSTTE |          |          | --DEPENDENTS/RELATIVES-- --DOB--- SEX
          |          |          | LORENZO ADRIA              06/06/1999 F CHLD A
          |          |          | LORENZO JUAN                06/05/1991 M CHLD A
-----|-----|-----|-----|-----|-----
FINANCIAL CASE REVIEW
NON-REVIEW REASON BOTH
REVIEW DATE      10/30/2002

F2-CASE SUPLMNT      F5-NOTES INQUIRY      F6-CASE INTER      F9-CONTINUE
F10-REFER SUPLMT     F11-AP/CASE DTL
```

If LEIS workers press the F11 key, an error message is displayed in red 'E020: Requested Key Not Available For LEIS Worker.' Press the F2 key – Case Supplemental (Screen C8I):

```

AATC8I   SIVD1666           A C T S           HRCC7CO
07/18/03 13:54:56       CASE SUPPLEMENTAL DATA INQUIRY
AP NAME   PHIL             FREDDIE   A MPI # 0009665323  IV-D # 0006085339
CL NAME   TYLINGER        STEPHIE   N MPI # 0007086688  WRKR # SIVD1666
----- ABSENT PARENT/CLIENT MARITAL INFORMATION -----

          --- MARRIAGE ---          --- DIVORCE ---          -- SEPARATION --
DATE OF
COUNTY OF
CITY OF
STATE OF

AP/CP COHABITATION ADDRESS          AP/CP MARITAL STATUS
                                      AP LIVES WITH AFDC RECIP
                                      DATE AP LEFT HOME
                                      LIVED TOGETHER: FROM
                                          TO

AP SPOUSE NAME (LAST, FIRST MI)
CL IV-D ATTY 3700009886 CL PRIVATE ATTY          AP PRIVATE ATTY
-----

F9-CONTINUE

```

From the Main Menu (Screen MM1), select **Option 2**, Option 6, F9, F9, (Screen C8R):

```

AATC8R   SIVD1666           A C T S           HRCC7FO
07/18/03 14:10:43       PARTICIPANT SUPPLEMENTAL DATA - FCR
PART NAME SMITH          STEPHIE   N MPI # 0007666686  SSN 694-45-2191
-----FCR PRIMARY PARTICIPANT INFO-----
NAME STEPHIE            N            SMITH            FV N
SSN 694552191          DOB 04/25/1980  SSA DOB IND N  DT DTH
SSN ALT 1              SSN ALT 2          SSN ALT 3

-----
SSA/MBR INFO          DOD INFORMATION
  BENEFIT AMOUNT :          PAY GRADE/RANK      :
                          ANNUAL SALARY          :
                          SUBMITTING OFF          :

VA RESPONSE INFORMATION
  COMPENSATION AND PENSION          EDUCATION

  AWARD AMT COMP :          AWARD AMT EDUCATION :
  SUSPENSE IND   :          SUSPENSE IND         :
  AWARD EFF DATE : 11/07/2000  AWARD EFF DATE      : 11/07/2000

  RES DUTY STATUS :          RETR PAY IND   :          INCARCN STATUS   :
RECORD LAST UPDATED 11/07/2000 16.54.28  BY WORKER # 004

-----

F9-CONFIRM

```

Additional questions regarding this document and the changes to ACTS should be referred to the ACTS Help Desk at 1-800-405-9053.