NCP Choices Online Tracking System (COLTS)

User Manual

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This user guide was produced by the Office of the Attorney General, Child Support Division, Family Initiatives.

For questions or comments about the material contained in this manual, please contact us.

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I. GETTING STARTED

Choices **O**n-**L**ine **T**racking **S**ystem (COLTS) is a web-based tool used to store and display data regarding NCP Choices participants. The online system is a single point of entry used by multiple agencies to track noncustodial parents' program participation and share compliance status. COLTS resides on the Child Support Portal (also known as the portal and TXCSES Web).

BENEFITS OF COLTS
The information stored in COLTS is

- **Live** –COLTS instantly updates when users add or edit information.

- **Secure** – Noncustodial parents' (NCPs) private information is protected.

- **Traceable** – Historical data is captured rather than overwritten.

- **Comprehensive** – Minimum data entry requirements are standard across all sites.

- **Accessible** – Data can be viewed by authorized users from computers with web access.

BECOMING A COLTS USER
Child support and workforce management must email COLTS-Admin@texasattorneygeneral.gov to set up new users or make changes to an existing user's access.

SEND SYSTEM ACCESS REQUESTS TO:
COLTS-Admin@TexasAttorneyGeneral.gov

Only designated employees of program partner agencies can gain secured access to COLTS. Each NCP Choices site must designate at least one person per workforce center and per child support office to serve as their office's primary COLTS user and one person as the back-up. There is no restriction to the number of employees granted access to COLTS. Users are, however, restricted to view and edit only those records assigned to their site. For example, users in Houston (Harris site) must never edit records for NCPs ordered to participate in San Antonio (Bexar site.)

Workforce staff are given a unique security ID (referred to as a USEC ID) and temporary password. Child support staff use their existing USEC ID –the one used to log into TXCSES and TXCSES Web. Users **must not** share COLTS login user ids or passwords.

> **Note:** All new users are required to complete COLTS training.

PORTAL SIGN-IN

Workforce COLTS users will access COLTS by visiting: https://portal.cs.oag.state.tx.us/wps/portal The first time a user logs in to COLTS, the user will be asked to change his/her temporary password. After the initial login, the portal **password** will **expire every 60 days** and system users must **sign on at least once within a 87-day period**, otherwise their access will be revoked.

OAG COLTS users can log in to COLTS by clicking on the Portal (TXCSES Web) link on CSIntra. From there, the instructions for logging in are exactly the same as those listed below.

HOW TO LOG IN

1) Type in the user id and password, and then click the **LOGIN** button.

2) A Statement of Responsibility Page will appear. Click the **I AGREE** button;

3) An Agreement/Policy page will then appear. Click the **I AGREE** button on that page.

    Note: First time users will be asked to enter two security questions and answers. It makes online ID retrieval and password resets possible.

4) From the portal menu bar (see Figure A2), click on COLTS.

Users who forget their password or ID can use links on the login page. *See Figure A1*.

Figure A1: *Accessing COLTS through the Child Support Portal login page*

Figure A2. Menu bars for portal and COLTS
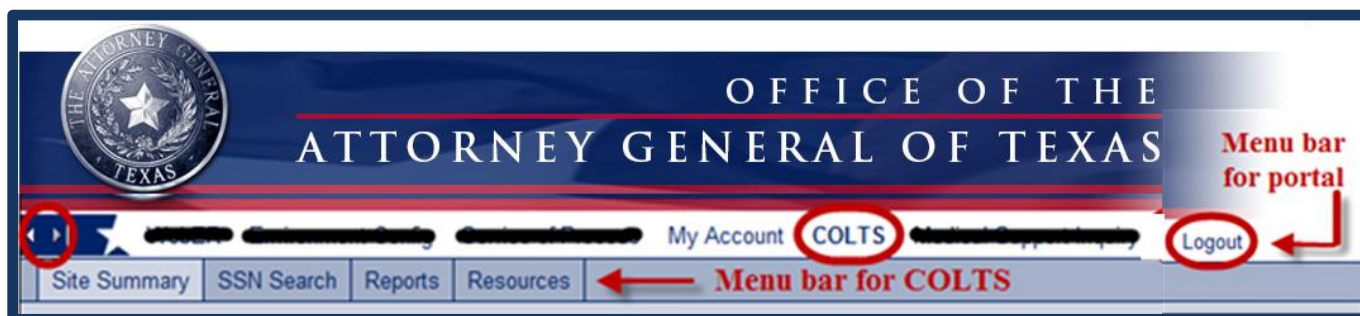
> **User Tip:** If COLTS is not visible on the portal menu bar, scroll through additional options by clicking on the left/right triangular-shaped buttons illustrated in Figure A2.

The COLTS menu bar (see Figure A2) has links to:

- Site Summary – see a summary of participants' program status, manage records using filters
- SSN Search – locate existing records or initiate the creation of a new record;
- Reports – find monthly statewide reports (available as Excel files); and
- Resources – view commonly used program documents, videos and guides.

THE THREE C'S OF COLTS DATA ENTRY: *Current, Correct, Concise*

COLTS facilitates communication between NCP Choices program partners and safeguards NCP Choices participants' personal information. COLTS users are responsible for ensuring that the data and comments on COLTS are current, correct, and concise.

The following chart outlines the minimum data entry requirements for COLTS users.

CHILD SUPPORT FIELD OFFICE	WORKFORCE LIAISON
AT ENTRY	
• Verify that the NCP's SSN is correct • Confirm that the NCP was court ordered to participate – set Member Flag to "Open" • Select the appropriate Trigger ID (case ID associated with the court order). • Check the Order Type against TXCSES	Create record within 3 days of court order • Date ordered in, NCP's SSN • NCP's contact information • Select the CS field office and site • Completed (authorization) Release • Mark Order Type as "EST" or "ENF"
DURING PROGRAM	
Update any time: • An auto-notification is received • Legal action is taken (i.e., court hearing date, issuance of a capias), • Case information is available (i.e., Administrative program removal, incarceration).	Log participation information: • First workforce appointment • Participation – complying, not complying • Employment information, and • Employment retention status.
AT TERMINATION	
• Make a notation on COLTS and TXCSES	Enter a date in Date Services Terminated:

CHILD SUPPORT FIELD OFFICE	WORKFORCE LIAISON
indicating successful completion or court ordered removal from the program.	• Meets program requirements • Removed from the program

II. USING THE SITE SUMMARY

The Site Summary page is the first COLTS page to display. By default, open workforce status records appear. The Site Summary page allows users to filter records, make quick assessments of participant status, and view office- and site-level summary data. COLTS users can select the type of records they want to view by using filtering options (Figure B1) on the Site Summary.

Below the portal and COLTS menu bars, is a help icon (Figure B1); when clicked on, it will pull up a separate window with details on how to use COLTS.

Figure B1. *Site summary default view (Lubbock, CS 102 NCP Choices site)*

READING THE SITE SUMMARY

The summary page displays current and former NCP Choices participants, but excludes archived records. To view archived records, a user must run a social security number search. NCPs appear in alphabetical order and are grouped by child support office number. NCPs' names are hyperlinks that users can click on to go to the participant's profile page.

> **Note:** At the beginning of each fiscal year (September 1st), records with closure dates (Date Services Terminated) that are three or more years old, will be archived.

"Last Paid" data and the Payments column

Below each NCP's name you will find the date and amount of the last child support payment collected. The amount listed under Payments is the total amount of child support collected on all an NCP's full-service child support cases beginning with any payments made on or after the date of enrollment into NCP Choices. Workforce staff will be able to view that data for open WF Status cases only.

Remember: Certain payment types (*e.g.* Federal Offsets, attorneys fees) are excluded from COLTS.

On open WF Status cases, if an NCP's Profile has the WF Release set to "NO" or the NCP Choices Member Flag is blank or "Former", the "Action Needed" will appear in the Payments column on the Site Summary's. The local child support office's COLTS user can update the Member Flag to Open and workforce staff can update the WF Release field. Contact a COLTS Administrator for help.

Cumulative site summary

At the bottom of the Site Summary page you will find your site's cumulative data, including the total amount of collected child support, the number of open and closed records displaying, and how many NCPs have been marked as compliant or non-compliant at each workforce compliance review interval. The compliance and WF Status open/closed totals come from information that is entered for each individual NCP by workforce staff.

FILTERING AND DOWNLOADING RECORDS

COLTS users can select the type of records to be displayed by using filtering options (see Figure B1).

Available filters:

- Site – select which site's records you want to view. This filter only works if the user has access to multiple sites. For example, a Child Support Regional Administrator.
- Office – look at records linked to a specific child support office. This filter only works if the user has access to multiple offices within a site (e.g. a Dallas site Workforce case manager).
- Year and Month Ordered – find records of NCPs ordered in a particular year and month. *Remember, archived records will not display.
- Current Employment in TXCSES – ask COLTS to display records where the NCP has a job listed in the Texas Child Support Enforcement System (TXCSES);
- WF Status – see records for current participants (WF Status = Open), former participants (WF Status = Closed) or all participants (WF Status = All).

- Totals Only – review the total amount of child support collected.
- Order Type – separate records for NCPs who have been enrolled as part of an establishment child support order and an enforcement child support order.
  Sort Order – sort records alphabetically by the NCP's last name, or by office number and then NCP's last name. The "Site/Office/Name" option is only useful to COLTS users with permission to view multiple NCP Choices sites; it sorts the records by site name, then by office number, and lastly in alphabetical order by the NCP's last name.
- 14-, 30-, 90-day compliance – view records for NCPs who are compliant or non-compliant with Workforce requirements at one or more of these WF compliance time frames; and
- Has not paid in – search for NCPs who have not paid in the last one or three months.

Using filters to reach monthly order-in target
Workforce resources are budgeted, in part, on the estimated number of parents who will be ordered into the program and allocated to serve the number of parents enrolled in the program. If the WF caseload is too small or too large, their staffing levels may be compromised. This is why each child support office has a target number of NCP Choices orders to obtain each month.

Child support office leadership can keep track of how many parents have been ordered into the program within a given month by using the Year and Month Ordered filters. COLTS users would simply select the current year and month, and press the **FILTER** button to view how many parents have been enrolled.

Note: Questions about order-in target? Contact your State Office program contact.

Using filters to follow-up on noncompliance
NCP Choices is built on the idea that swift and certain consequences occur when an NCP makes the choice to not pay support or not participate with workforce. One factor that leads to large, unwieldy caseloads is when no action is taken on cases where the parent has been noncompliant with his/her court order –*not paying and not participating*. Staff from either agency can filter records to **identify open WF Status cases where NCPs are not paying or participating**. Those cases can then be reviewed for further enforcement action or program removal. System users would select WF Status "Open," 90-day Compliance "No," Has Not Paid In "3 months" and then press the **FILTER** button to view those records.

Making sure job information gets into TXCSES
Child support staff can find out whether or not current employment information exists in TXCSES for NCP Choices participants. The COLTS user would select "No" under Current Employment in TXCSES, "Yes" under 90-day Compliance, and press the **FILTER** button. Each record could then be reviewed and job information from COLTS could then be added to TXCSES and a wage garnishment could be issued.

Sharing site summary offline
Either agency can download the Site Summary results and share the information outside of COLTS by exporting the records into Excel – press the **DOWNLOAD EXCEL** button. A pop-up box will appear, the user must choose to open the file –once opened, the file can be saved. The data can then be sorted and annotated in Excel, and shared via email or hard-copy.

III. FINDING EXISTING RECORDS

COLTS makes it easy to find groups of participants who share similar program characteristics (e.g. year and month ordered in, non-compliant at 90 days, etc.) through the use of Site Summary filters. System users can also find specific participants by running a simple name search on the Site Summary page or a system-wide social security number (SSN) search.

SEARCH BY NAME

To find a participant by name, a COLTS user must be on the Site Summary page. The system user can either use filters to narrow down the number of records to search or he/she can leave the page unfiltered –all open records that have not been archived will display by default. Users can run a search using the "Find" feature on their internet toolbar.

The **FIND tool** can be accessed by **1)** selecting Edit on the internet toolbar, scrolling down to and clicking on "Find" or **2)** pressing the keyboard's **CTRL + F** buttons. When the **FIND** box or toolbar appears, type in the parent's first or last name.

The system will highlight the name of the first record that matches the text entered in the find window/toolbar. After a parent's record is located on the Site Summary page, **click on the participant's name to view more** detailed information on the NCP Profile page. COLTS users can also link to a parent's record by running an SSN SEARCH.

SOCIAL SECURITY NUMBER (SSN) SEARCH

The SSN Search function is accessed from the COLTS menu bar (see Figure C1.)

Figure C1. *SSN Search*

The SSN Search feature will show whether an NCP has ever been in NCP Choices.

INSTRUCTIONS FOR USING THE SSN SEARCH

1) Type a social security number into the NCP SSN box (see Figure C1.). Click the **SEARCH** button. If the SSN matches a record in COLTS, then a summary of the NCP's COLTS information will appear below the NCP SSN box.

2) Click the **CLEAR** button to run another SSN search **OR**…

3) Click on the date immediately below the "Order Date" column label to view detailed information maintained on the parent's NCP Profile page.

Remember: COLTS does not have the capability to search for an NCP based on the parent's OAG child support case or member identification numbers.

> **Note:** Archived records can only be viewed by running an SSN Search.

IV. CREATING A RECORD

HARD-COPY DOCUMENTATION

The child support office must provide documentation (e.g. copy of court order) to the workforce representative the same day that a parent is ordered to participate. Workforce is required to create a new record within three (3) business days of the parent's court order.

FIRST TIME PARTICIPANTS

Parents who have never been enrolled in the NCP Choices program will not have a record stored in COLTS. A record can be created for that parent only after an SSN Search has been completed.

***Figure D1.** SSN Search, Add NCP*

INSTRUCTIONS FOR CREATING A NEW RECORD (WORKFORCE)

1) On the SSN Search page type in an SSN (with or without dashes) and hit the **SEARCH** button. If COLTS does ***not*** find an existing record with the SSN entered, then an **ADD NCP** button and message will appear. See Figure D1.

2) Click on the **ADD NCP** button to navigate to the "Add new NCP Choices participant" page. *See Figure D2.* The SSN will carry over from the SSN Search page.

3) Only click the **SAVE** button if the information entered should be saved.

   Note: Data fields with a red asterisk (∗) must be filled in before the record can be saved.

Figure D2. Add New NCP Choices Participant – Workforce view

Besides having the parent's name and contact information, the NCP Information section stores several critical pieces of data.

- **COLTS Site** – This is the name of the area serving the NCP.
- **OAG Office** – This identifies which child support office is handling the parent's case and COLTS uses this number to determine to whom auto-notifications should be sent.
- **Date Ordered into Program** – This date corresponds with the date on which the parent was court ordered to participate in the program. (Once saved, can only be changed by sending a request to a COLTS Administrator.)
- **Order Type** – This field should reflect whether program participation is part of an Establishment (EST) order or a contempt (ENF) order.
- **WF Release Completed** – Child Support staff can *only* share child support case information with Workforce *if* this is marked "Yes."

If the SSN was keyed incorrectly, then do not hit the **SAVE** button. Instead click on the **RETURN TO SSN SEARCH** button. Click the **CLEAR** button to remove data that has not yet been saved.

As soon as the record is saved a "New NCP record" auto-notification will be sent to the local child support office's COLTS point of contact.

MULTIPLE ENROLLMENTS

Former participants may be ordered by a child support judge to participate in the program a second or third time. This may happen months or years after the noncustodial parent's first enrollment. It also may occur on a completely different child support case than the one for which the parent was ordered in initially. NCPs who have failed to successfully complete NCP Choices after being ordered into the program on three separate occasions should not be ordered in a fourth time. Child support offices are advised to bring multiple enrollments to the judge's attention if the parent failed to participate during prior enrollments, or has been ordered in three times. The judge will make the decision whether to order the parent in again, but it is recommended that three times is the maximum number of times an NCP is enrolled in the program.

In terms of COLTS data entry, the workforce representative will run an SSN Search as described in the instructions above. The former participant's information will be displayed on the SSN Search page –as illustrated in section four Finding Existing Records, Search by SSN. **The COLTS user will then contact their OAG Site Coordinator and request that the record be re-opened and classified as a re-order.** The user should provide the administrator with the participant's name, order-in date and child support case number, if available. Once the record has been updated, the administrator will notify the user that the record has been updated.

V. UPDATING RECORDS (WORKFORCE STAFF)

NCP PROFILE

Each parent has a unique page in COLTS where case-specific information is logged and maintained. That page is called, **NCP PROFILE**. Users access it by clicking on the parent's name from the **SITE SUMMARY** page or on the "Ordered Date" from the **SSN SEARCH** page.

The **NCP PROFILE** has five separate sections:
1) **NCP Info** – contact and order-in information
2) **Employment History** – job and wage data
3) **Workforce Chronology** – comments regarding program participation
4) **OAG Chronology** – comments regarding child support case status
5) **Compliance/Status** – compliance hearing date and workforce status

Access to confidential data

Program participants' confidential child support information is secure and only displays to Texas Workforce Commission (TWC) or workforce staff if certain access privileges are granted. Child Support staff can view all data in COLTS. There are two profile views available to TWC and workforce staff.

Workforce **without** child support case viewing access

NCP Information, Employment History, Workforce and OAG Chronology, and Compliance/Status sections will display. Payment details and OAG case information from TXCSES will **not** be shown.

- This view appears when
    - The Workforce Completed Release is set to "No", or
    - The NCP Choices Member Flag is blank or set to "Former;" or
    - There is no match between the NCP listed in COLTS and a record in the OAG's Texas Child Support Enforcement System (TXCSES.)

Workforce **with** child support case viewing access

All sections of the NCP Profile page, including the Payment Summary, Case Summary, and legal actions will display.
- This view appears when
    - The Workforce Completed Release is set to "Yes;"
    - The NCP Choices Member Flag is set to "Open;" *and*
    - A match is found between COLTS and TXCSES.

Workforce staff with access to child support data can see a breakdown of individual child support payments and dates by clicking on the trigger case number – a pop-up window will appear.

EMPLOYMENT HISTORY AND WORKFORCE CHRONOLOGY

The Employment History section displays employment information verified by Workforce and jobs are listed in chronological order with the most current employment listed at the top.

Workforce can edit and OAG can view existing employment information by clicking on the name of the employer listed under the Job/Employer column. COLTS users can navigate back to the NCP Profile by clicking the **CANCEL** button.

Adding verified employment information
Workforce will verify an NCP's employment information and then update it to COLTS.

Instructions for adding employment (**Workforce**)

1) Click the **ADD NEW EMPLOYER** button, found at the bottom of the NCP Profile page. You will be redirected to the "Add Employment History" page. *See Figure E1*.

2) The start date, wages, employer name and contact information should be added. If known, the Federal Employer ID Number (FEIN) should also be added.

3) If you want to go back to the NCP Profile page *without saving* data entered on the job page, click on the **CANCEL** button. Click the **CLEAR** button to remove data that has not yet been saved.

4) Only click the **ADD EMPLOYMENT** button if the information entered should be saved.

> **User Tip:** If a payroll address and physical address are obtained, the payroll address should be saved on the detailed employment page and the physical address should be entered as a comment in the Workforce Chronology section on the NCP Profile.

Figure E1. *Add Employment History*

Remember: As soon as job information is saved for an NCP (in the Employment History section) an auto-notification will be sent to the local child support office's COLTS point of contact.

WORKFORCE CHRONOLOGY
Comments added by workforce should be brief and describe the NCP's job search efforts and participation activity. Comments in COLTS can be the same as those stored in TWIST –staff can copy and paste notes from TWIST into COLTS. The comments are organized in chorological order with the newest information at the top. Each comment is date stamped and shows which user made the comment. These comments cannot be edited or deleted. If an error is made, a new comment should be created explaining the error in the previous comment.

> **User Tip:** Hit the SAVE button at the bottom of the page after all data fields are updated. For example, update locate, comment, and compliance, and then hit SAVE.

WORKFORCE COMPLIANCE/STATUS AND TERMINATION OF SERVICES
This section can only be updated by workforce staff but it is viewable by child support staff.

The **Workforce Status** is **not** a manually updated field (*Figure E2*). It automatically displays "OPEN" when a record is initially created and will switch to "CLOSED" when a date is entered in the **Date Services Terminated** field. The date can be a present or past date, but cannot be a date in the future. Workforce staff should enter and save a date in the **Date Services Terminated**, when:

- An NCP's six-month job retention monitoring is completed, or
- One of the following legal actions is taken on the trigger case –
  - A capias is issued,
  - A Motion to Revoke is issued,
  - The NCP is sentenced to jail by the IV-D court for failure to obey the court's orders, or
  - An order for removal from NCP Choices is completed by the Court.

Figure E2. Workforce Compliance/Status

When populating the **Date 1st Workforce Visit** use the date the NCP made his/her first visit to the workforce center for an appointment.

Workforce Compliance at 14-days is an optional field but the **30- and 90-days fields** are required. When an NCP has been in the program for 90-days and is not meeting workforce requirements, the 90-day Workforce Compliance field will be marked as "non-compliant" and COLTS will send a notice to the child support office's point of contact.

VI. RESPONDING TO AUTO-NOTIFICATIONS (CHILD SUPPORT STAFF)

Auto-notification to COLTS User Group

COLTS automatically sends four types of notifications via email to designated child support and workforce staff. At the discretion of workforce and child support management, COLTS users will receive one, some, all, or no auto-notifications. The emails signal child support staff to take action on the NCP's child support case or on the COLTS record itself.

Four types of auto-notifications:

- **New Record** – informs staff when a new NCP PROFILE has been created.

- **Locate** – notifies staff when locate information is updated to the NCP Info section.

- **Employment** – prompts staff to view an NCP's verified jobs listed in COLTS.

- **90-day non-compliance** – alerts child support staff to review an NCP's case whenever an NCP's Workforce Compliance is marked "non-compliant" at the 90-day interval.

The subject line and body of auto-notification will read exactly like the email snapshot below.

Figure F1: *90-day non-compliant notice*
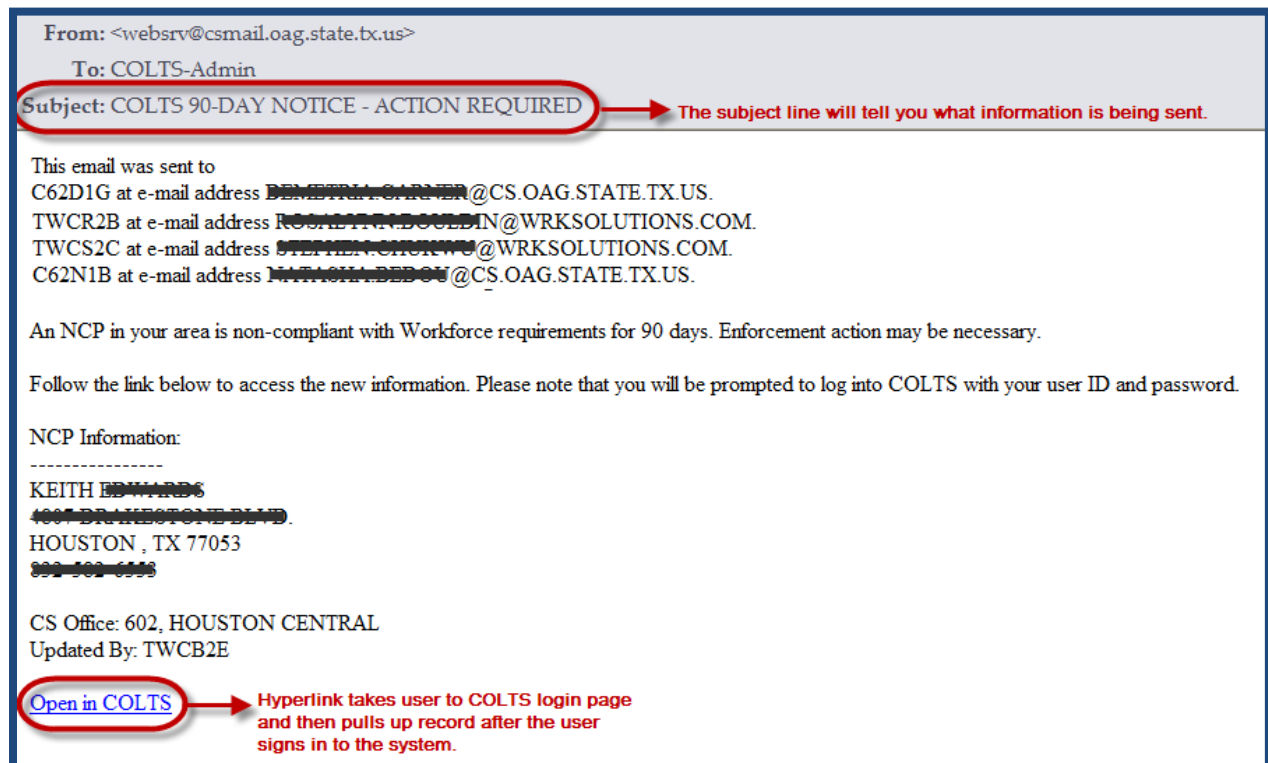
Remember: Do not reply to the auto-notification. Auto-notifications are sent from the OAG's website and are *not* sent by an individual person. Questions about the information contained in the auto-notification should be directed to local points of contacts, or if necessary a COLTS Administrator.

NEW RECORD EMAIL: SETTING THE MEMBER FLAG, SELECTING THE TRIGGER CASE

As soon as a record is saved a "New NCP record" auto-notification will be sent to the local child support office's COLTS point of contact. The auto-notification will contain a hyperlink that will open up an internet browser window and direct the user to COLTS. The hyperlink should be used (clicked on) within one week, because it will expire after that point.

> **Note:** See Chapter III Finding Existing Records for instructions on how to find records.

If the record created in COLTS by Workforce matches an NCP's data stored in the Texas Child Support Enforcement System (TXCSES), a TXCSES member ID will display in the "NCP Information" section (see Figure F2). The local OAG COLTS point of contact can use the member ID to search for the NCP in TXCSES, and verify that the NCP was court ordered to participate in the program.

There are several ways to verify whether the record in COLTS corresponds to an NCP who has been ordered to participate in NCP Choices:

1) Ask OAG court staff for a list of the NCPs ordered in (available in some CS offices);
2) Review the case file and court order. There must be language requiring NCP Choices participation as a condition of the court order; or
3) Look for TXCSES after-court notes indicating that the case is an "NCP Choices" case.

Figure F2. NCP Choices profile, NCP Information section – OAG view

The local OAG COLTS user must set the **NCP Choices Member Flag** (see *Figure F3*) to "OPEN" after making sure the record is for the appropriate noncustodial parent. The corresponding trigger case ID must also be selected –the user will click on the box next to the OAG case ID listed in the Case Summary section, illustrated in Figure D4.

Figure F3. Payment/Case Summary

> **Note:** The trigger case is the OAG case ID number for the case that has a court order requiring the NCP to participate in the NCP Choices Program.

Before saving the NCP Choices Member Flag and Trigger Case selections, the OAG COLTS user will type additional comments in the "OAG Comment" section regarding IV-D case status (*i.e.* future legal actions), as appropriate. To save information updated on the NCP Profile page users will scroll down to the bottom of the page and click the **SAVE** button.

Handling Data Discrepancies and Errors

Should the OAG COLTS point of contact believe that the record has the wrong noncustodial parent or social security number listed in COLTS, he/she must contact the local Workforce point of contact to determine whether the record was created in error. Records created in error can be inactivated. The local COLTS users must send an email to an OAG COLTS Administrator explaining the error and the OAG COLTS Administrator can then inactivate the record created in error.

Minor discrepancies found between TXCSES and COLTS data (i.e. first name is spelled differently, or letters or numbers are transposed) can be corrected by local Workforce or OAG COLTS users.

Remember: Contact your COLTS Administrator if the Date Ordered into Program or social security number needs to be changed, or when an NCP has been re-ordered to participate in the program.

VERIFIED EMPLOYMENT: ISSUANCE OF WAGE GARNISHMENT

When child support office COLTS users receive an employment auto-notification, they will first log in to COLTS, read the employment information updated by Workforce, and then cross-check the data with what is stored in TXCSES. If the employment information is new, it must be added to TXCSES and a wage garnishment must be issued. It is helpful if a comment is added under the OAG Comment section confirming that an income withholding order has been issued. An employment auto-notification is sent when an employment end date is entered (NCP quits or is terminated from a job).

Figure F4. *Employment History*

Employment History			
Start Date	End Date	Wages	Job/Employer
01/10/2011		$ 11.20	SAN ANTONIO HOUSING AUTHORITY
10/07/2010	01/07/2011	$ 7.50	WILEY LEASE CO.
Active current employment is shown in TXCSES for this participant.			

> **Note:** If there is an active employer listed in TXCSES, a message will appear (Figure F4) in COLTS.

90-DAY WF NON-COMPLIANCE: ASSESSMENT AND NEXT STEPS

When OAG COLTS users receive a 90-day workforce non-compliant email, the following steps should be taken:

1) Click on the email's hyperlink to pull up the record,

2) Read the Workforce Chronology comments,

3) Review the NCP's case in TXCSES to determine what action must be taken,

4) Add an OAG comment in COLTS regarding the determination made,

5) Initiate appropriate administrative or judicial action, and

6) Ensure that the Workforce partner is aware of the action that has been initiated.

Note: If a capias is issued by the IV-D court or a Motion to Revoke is filed on the trigger case, Workforce may terminate WF services and close the NCP's COLTS record. If the local OAG staff determines that an NCP is paying support but "WF non-compliant," then additional action may be required to non-punitively remove the NCP from the program (e.g. filing a Motion to Remove).

OAG CHRONOLOGY: INFORMING WF OF CHILD SUPPORT CASE ACTIONS

COLTS users at local child support offices will add comments, including but not excluded to: compliance and reset hearing dates, non-suits, capias, instanter jail sentences and cash bond payments.

VII. UNDERSTANDING LEGAL DISPOSITIONS AND PREPARING FOR COURT

A summary of legal action initiated by the local child support office on the NCP's trigger case will display at the very bottom of the NCP's profile page. The summary will only appear if a trigger case has been selected by the OAG COLTS point of contact and the Workforce COLTS user has permission to view child support case information. The actions listed in COLTS **will not** capture every possible judicial enforcement action. Although the legal action summary has limitations, it can be used to find out whether an NCP has an up-coming court hearing date or an active arrest warrant (capias).

> **User Tip:** OAG COLTS users should add child support and judicial case status comments in the OAG Chronology section, and communicate directly with Workforce.

The column labeled "hearing date" will display the court hearing date scheduled.

Figure G1. *Hearing date*

Case	Legal Action	Disposition	Disposition Date	Hearing Date
0530057801	COMPLIANCE HEARING			08/18/2010 08:00AM

If the legal action column lists "capias review" and there is nothing listed under the disposition or hearing date columns, then the NCP has an active arrest warrant issued against him.

Figure G2. *Capias*

Case	Legal Action	Disposition	Disposition Date	Hearing Date
0011861263	CAPIAS REVIEW			
0011861263	COMPLIANCE HEARING	CAPIAS	12/29/2009	

There will also be times when other messages appear in place of the legal action summary.

Figure G3. *Other messages that may appear*

If a trigger case has not been identified by an OAG staff member, no legal actions will appear in this section. Please contact your OAG Point of Contact.

No legal actions pertinent to the NCP Choices program have been filed for the trigger case.

> **Note:** Workforce staff should contact their local OAG point of contact whenever needing to confirm a court hearing date, issuance of a capias, or filing of a Motion to Revoke.

NCP Summary Record
To print the **NCP PROFILE PAGE**, click on **SAVE AND PRINT** to pull up an NCP Summary Record PDF. Then print using your internet browser. The NCP Summary Record can be placed in the parent's casefile, referenced during court preparation, or submitted as evidence to the court.

VIII. RESOURCES AND REPORTS

RESOURCES

An extra feature of COLTS is the **RESOURCES** page where commonly used program documents, training guides, and helpful information can be found as MS Word documents, Portable Document Format (PDF) and video files.

Figure H1. Resources page

Note: This page is periodically updated with revised or new materials.

REPORTS

COLTS maintains records for all participants ever ordered into the program –both open and closed WF Status cases. The system allows the OAG's COLTS Administrators to capture meaningful data elements and prepare monthly statewide reports shared with TWC and OAG leadership. Statewide reports inform management about key program outcomes such as the number of parents ordered to participate, the percentage of paying participants, and the total amount of child support collections. These figures signal how sites are using NCP Choices.

Historical reports are available on the **REPORTS** page of COLTS.

IX. APPENDIX: ACRONYMS AND DEFINITIONS

COMMON ACRONYMS

AIW:	Administrative Income Withholding
AAG:	Assistant Attorney General
AOP:	Acknowledgment of Paternity
CP:	Custodial Parent
CSD:	Child Support Division
CSO:	Child Support Officer
DRO:	Domestic Relations Office
LWDB:	Local Workforce Development Board
MAAG:	Managing Assistant Attorney General
MENF:	Motion to Enforce
MOU:	Memorandum of Understanding
MREV:	Motion to Revoke, also written as MTR
NCP:	Noncustodial Parent
OAG:	Office of the Attorney General
OCSE:	Office of Child Support Enforcement
PATY:	Paternity or Petition to Establish Paternity
TANF:	Temporary Assistance for Needy Families
TXCSES:	Texas Child Support Enforcement System
TWIST:	The Workforce Information System of Texas
TWC:	Texas Workforce Commission
WF:	Local workforce center

DATA DEFINITIONS – COLTS MENU BAR OPTIONS	
Site Summary	The home page for COLTS. It displays site and office-level information for parents ordered into the program. Records cannot be edited from this page.
SSN Search	A system-wide search used to find an NCP with an existing COLTS record.
Resources	Contains links to program documents and videos.
Reports	Contains links monthly OAG statewide reports, downloadable as Excel files.

DATA DEFINITIONS – SITE SUMMARY PAGE	
Select Your Filter	Users can narrow down the number of records displayed on the Site Summary page by using the filter options. If left unfiltered, the Site Summary page will display non-archived records for NCPs ordered to participate.
Name	Click on a name listed on the Site Summary page to pull up the selected individual's NCP Profile page where information can be updated.
Payments	Sum of child support collections for the NCP after his/her order-in date. *Payments are updated nightly. **Data does not include Federal Offsets.
Order Type	Indicates whether parent was ordered in through an enforcement (ENF) or establishment (EST) child support court order.
Compliance at 14/30/90-days	Displays "Y" for parents cooperating with Workforce and an "N" for parents who are not complying with Workforce requirements.
WF Status	Shows as "open" for parents who are able to currently receive Workforce services and "closed" for parents who have graduated or been removed from NCP Choices. See individual records for Workforce comments regarding case status.
Total Payments	Sum of child support collections for the records displayed. To see an individual NCP's chronological child support payment history by case, go to his/her NCP Profile page and click on the trigger case number.

DATA DEFINITIONS - NCP PROFILE	
COLTS Site	This is the name of the NCP Choices service area where the NCP is enrolled.
OAG Office	Workforce staff select the child support office number corresponding to the office responsible for managing the noncustodial parent's child support case. This field must be entered. COLTS relies on the CS Office number to determine which COLTS users to send auto-notifications out to.
Date Ordered Into Program	The date an NCP is court ordered to participate in NCP Choices. It is a key variable, linked to almost all program reports. The date cannot be changed by the local user after the initial record is created. To make a correction to the date, contact a COLTS Administrator.

SSN	Critical data element that allows state office to extract child support payment amounts and case numbers.
Order Type	The order type should read "Enforcement" for all sites, unless otherwise instructed.

COLTS User Guide   **Acronyms and Definitions**

WF Release Completed	Workforce will mark this field as "Yes" on records where the NCP completed an Authorization for Information Release. Workforce is required to keep the release form on hand.
	Without the release, child support case and payment information **cannot** be shared with Workforce.
First Payment	The date and amount of the first child support payment collected from the noncustodial parent after his/her enrollment (order) into the program. If the NCP has been in the program multiple times, this amount and date will reflect the first payment made during the current enrollment period.
Last Payment	The date and amount of the last child support payment collected from any open child support case associated with the noncustodial parent.
Total Payments	Cumulative total of payments received (excluding federal offsets) **after** the date the noncustodial parent is ordered into the program, and on all his/her active, open child support cases.
Case Summary	This section displays the identification number(s) assigned by the Child Support Division to each child support case associated with the noncustodial parent. It excludes cases where the parent is listed as the custodial parent.
	The case number is **not** the same as the number assigned by the court to each court order –that is the court cause number.
Trigger Case	This is the child support case in which the NCP is brought before the court, and subsequently ordered to participate in NCP Choices.
	An NCP may have multiple child support cases and may be ordered into the program under multiple case numbers, but only one number will be marked –by the OAG- as the trigger case.
Employment History	Employment History displays job start and end dates, employer names, and wage data.
	OAG and Workforce staff with COLTS access can view and edit employment history details. Jobs cannot be deleted, only edited.
Workforce Chronology (Comments)	Only Workforce employees with COLTS access will be able to add case notes in the comments section.
	OAG employees will be able to view but not alter Workforce comments.

OAG Chronology (Comments)	OAG staff with COLTS access will record their case notes under this section. Workforce employees can view but not alter OAG comments.

Workforce Compliance 14 day	Workforce Compliance refers to job search activities and employment monitoring. The 14-day compliance review by Workforce *is optional*. The 14-day review can be marked N/A, compliant, or non-compliant.
30-day	30-day workforce compliance can display compliant or non-compliant.
90-day	When Workforce marks an NCP as "non-compliant" with Workforce requirements at the 90-day mark, an email is sent out by COLTS to the child support staff handling the NCP's case –for further review and legal action.
Date 1st WF Visit	This is the date that the NCP shows up for his/her first appointment with Workforce staff.
Workforce Status	This field cannot be manually edited. It is automatically populated as Open when a date is entered in the Date Ordered Into Program, and as Closed when a date is entered in the Date Services Terminated field. A notation should be made under the comment section explaining when and why a case is "WF Status Closed."

APPENDIX: FREQUENTLY ASKED QUESTIONS

When I log in I cannot see any records, why is that?
It could be that site records have not been assigned to your ID. Contact a COLTS Administrator for assistance. Send a screen shot of the message you see upon logging in.

Why can't I view child support case and payment data?
It may be because the Member Flag is not set to "open", WF Release Completed is set to "No" (it should be set to "yes" as long as the parent has signed the release form), or the record is closed. Contact your local child support partner for assistance with the Member Flag. For help with a closed record, contact a COLTS Administrator.

What do I do if I'm having trouble adding data to COLTS?
If you or your IT department have difficulty trouble-shooting the problem, please contact one of the COLTS administrators for assistance.

Why haven't I received an auto-notification?
Workforce staff should first review their email's Spam settings to ensure that OAG emails are not being deleted or sent to Spam. If the problem persists, contact your COLTS Administrator for help. Child support staff should contact your OAG COLTS Administrator because your access settings may need to be corrected.

Can I change which auto-notifications I receive?
Yes, contact your COLTS Administrator to make changes to your auto-notification settings

How do I change the information contained in the auto-notifications?
The emails are automatically generated and cannot be altered. Information specific to an NCP should be included in the notes section.

What do I do if the Judge has re-ordered an NCP into NCP Choices a second, or even third, time? Contact a COLTS Administrator with the parent's name and re-order date.

When do I need to enter data?
Create a new record or update a re-order within 3 days of court order**.** A new record or a re-order must be created within three days of the court order that requires a noncustodial parent to participate in the NCP Choices program.

Workforce and OAG/Child Support should update records within 3 days of new information. Workforce updates include, new locate, verified employment, TWIST notes, 1st Workforce Visit, Workforce Compliance and service termination. Child Support updates include, new locate, and child support case notes regarding relevant legal action such as, capias, non-suit/case closure, motions, or court hearings.

APPENDIX: TROUBLE-SHOOTING

Having trouble viewing a PDF from COLTS?

Try these steps.

Internet Explorer

From your internet toolbar,

1) Click on Tools > Internet Options > Privacy

2) Under the section labeled "Pop-up Blocker", uncheck the box labeled "Block pop-ups"

3) Click OK

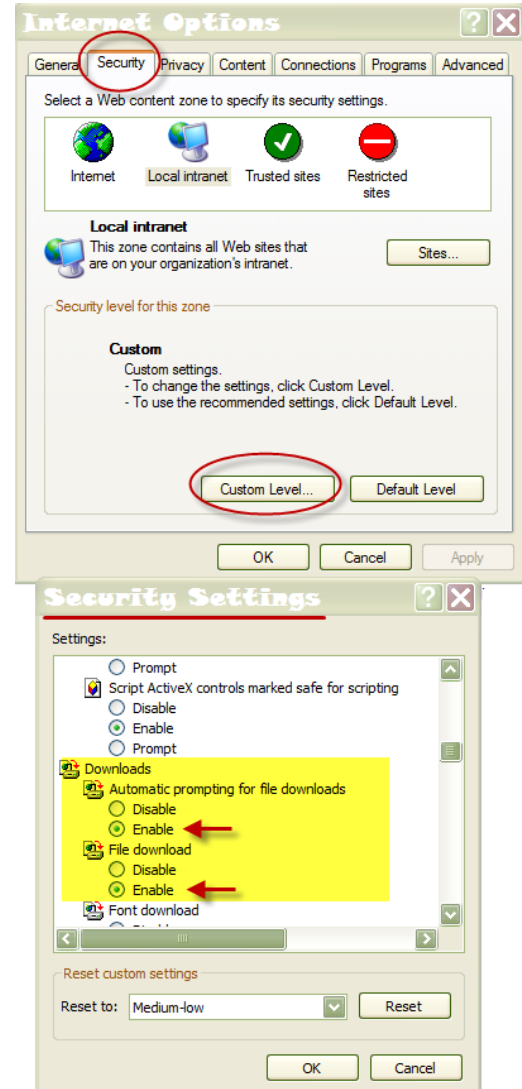Close out of Internet Explorer, re-open, and log back into COLTS.

Or try…

From the menu bar:

Go to Tools > Options > Security tab

Then, **click** on "Custom level"

Then, **scroll** down to "Downloads"

Then, **make sure** that "Automatic prompting for file downloads" and "File download" are both enabled.

Firefox

From your internet toolbar,

1) Go to Tools > Options > Contents

2) Click on "Exceptions" button located on the same row as "block pop-up windows".

A pop-up box will then appear.

3) In the pop-up box labeled "Address of web site" type (or cut/paste) https://portal.cs.oag.state.tx.us/wps/portal/Login

4) Click on the "Allow" button.

5) Click "Ok" button.

APPENDIX: PASSWORD RULES

1. Password **must** be 8 characters long
2. Password **must** have one letter, one number, one special character: @ # $
3. The special character <u>cannot</u> be at the beginning or end of the password
4. Passwords <u>cannot</u> have two of the same character next to each other. Example: mm or 22. That is not allowed.
5. Passwords <u>cannot</u> be your name, user ID, the name of your agency, Texas, child, or the months of the year.
6. Passwords **can** be changed only 1 time in a 15-day period.

The new password cannot have the 1st, 2nd, 3rd characters be the same, the 2nd, 3rd, 4th characters cannot be the same, and the 6th, 7th, 8th characters cannot be the same as the previous eight passwords used.

Example: The old password is **abc#1234**

- It <u>CANNOT</u> be **abc*****
- It <u>cannot</u> be ***bc#****
- It <u>cannot</u> be *****234
- It **can** be cba$4321

Passwords **cannot** be the same as the last 8 passwords that you have used. They cannot be similar to the last 8 passwords used.

Examples of good passwords:
ncp#w0rk   job#fa1r   ch3ck$tb   MyW@g3s   p@ym3nts

APPENDIX: WHO TO CONTACT FOR HELP

Forgot your user id?
Visit https://portal.cs.oag.state.tx.us/wps/portal/ForgotUserId for assistance.

Forgot your password?
Visit https://portal.cs.oag.state.tx.us/wps/portal/ForgotPassword for help.

Have COLTS data entry requirements or functionality questions?
Contact your COLTS Administrator.

WORKFORCE AND CHILD SUPPORT STAFF
To request COLTS access for a new staff member, send requests to
COLTS-admin@texasattorneygeneral.gov.

Lead OAG COLTS Administrator

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Please contact TWC to find your TWC NCP Choices Policy Analyst.