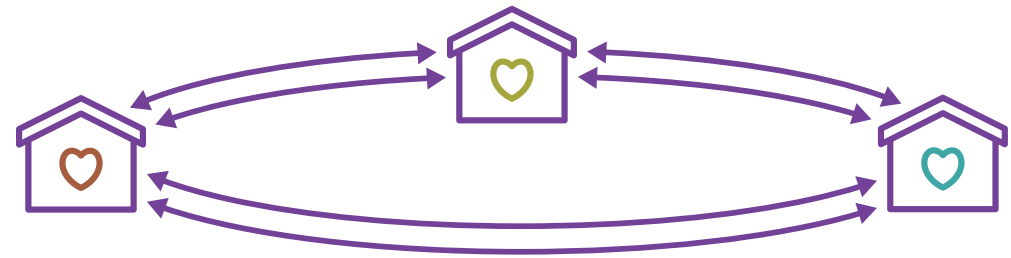




This desk aid will show you how the new fields on the Child Support Referral page will help reduce data entry and prevent some of the incorrect referrals to ACSES.

In an effort to make our processes as efficient as possible, the Child Support Referral page has a new radio button to select whether or not an absent parent is known to the CBMS case. When the absent parent is known, you will be able to select the absent parent from the drop down and their demographic information will be auto-populated.



① To capture this information, a new question on the Child Support Referral page will ask, **Is the Absent Parent Known to CBMS?**

**Note:** This does NOT replace the same question on the Pregnancy Screen.

② If the Absent Parent is Known, select **Yes**. The **Name** drop-down menu will display the names of individuals who are known to the CBMS case, or have been on the case at some point and are connected to the Case Number. Information from the Ind Demographics page will determine if the AP is in the home. If **No**, a referral will be sent to ACSES.

③ If the Absent Parent is not known, select **No**. Complete the mandatory **Parent Information**. This information will send a referral to ACSES.

The screenshot shows a form with the following elements highlighted by yellow boxes and callouts:

- Callout 1:** A text input field for the parent's name.
- Callout 2:** A 'Parent Information' section containing:
  - A radio button question: '\*Is the Absent Parent Known to CBMS?' with options 'Yes' (selected) and 'No'.
  - A 'Name' dropdown menu with the text 'Select Name ...' and a downward arrow.
- Callout 3:** A large text area for additional parent information.