Exhibit 16

BATCH_FIN_EFT_SVC_ACCT_SETUP

INTRODUCTION

The process BATCH_FIN_EFT_SVC_ACCT_SETUP reads the file from new SDU vendor that has the information about the CP who have enrolled into Direct Deposit or Stored Value Card. This EFT/SVC information is updated into the NJKiDS EFTI and SVCI screens. The CP address information received in the file is updated into the NJKiDS AHIS screen and the CP demographic information (Phone and email only) received is updated into the NJKiDS DEMO screen.

1.1.1 BATCH_FIN_EFT_SVC_ACCT_SETUP.SP_LOAD_EFT_SVC_ACCT

1.1.1.1. Purpose

This process loads direct deposit and SVC instructions for a custodial parent, from the new SDU vendor. These instructions are loaded from the file into temporary table.

1.1.1.2. Database Tables Affected:

1.1.1.2.1. Driver Tables

N/A

1.1.1.2.2. Output Tables

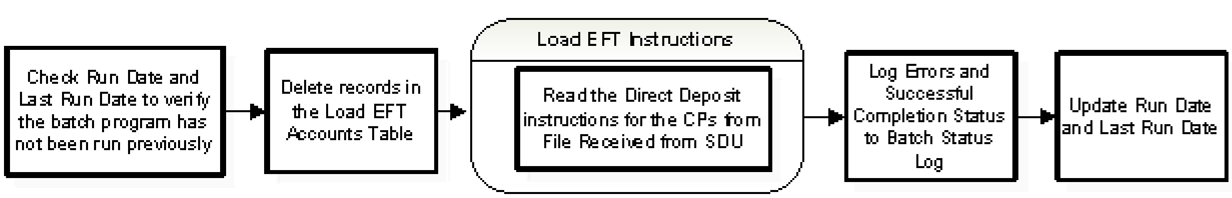
LOAD_EFT_SVC_ACCT

1.1.1.3. Process Description

This process loads the Direct Deposit and SVC instructions for a custodial parent from the new SDU vendor, into a temporary table LOAD_EFT_SVC_ACCT.

- Get the run date and last run date from PARM (Parameters table) and validate that the batch program was not executed for the run date, by ensuring that the run date is different from the last run date in the PARM table. Otherwise, an error message to that effect will be written into Batch Status Log (BSTL screen/BSTL table) and terminate the process
- The load file will be processed by the NJKiDS-Address normalizer batch to normalize the addresses received in the file.
- Delete the records from LOAD_EFT_SVC_ACCT table
- Read the file using the UTL_FILE package given by oracle and insert the data into the temporary table LOAD_EFT_SVC_ACCT
- Log the error encountered or successful completion in the BSTL table for future references
- Update last run date in the PARM table with the run date, upon successful completion

1.1.1.4. Flow Chart



1.1.1.5. Frequency

Run Daily

1.1.1.6. Dependencies

1.1.1.6.1. Predecessors:

N/A

1.1.1.6.2. Successors:

Execute Account setup process. BATCH_FIN_EFT_SVC_ACCT_SETUP.SP_PROCESS_EFT_SVC_ACCT

1.1.1.7. Restart Procedures

If error, restart from the beginning

1.1.1.8. Instructions if Job is skipped

Job cannot be skipped

1.1.1.9. Commit Frequency

Commit at the end of process

1.1.1.10. Exception Threshold

No exception threshold

1.1.1.11. Input File(s)

S.No	Name of the File	File Format	Transfer Mechanism	File location	Estimated size (in MBs)
1	LOAD_EFT_SVC_ACCTS.TXT		FTP		

1.1.1.11.1. File Layout

<u>SVC account setup file new layout</u>

Field name	Position	Length	Type C-Char D-Date N-Number	Format/ Default value	Description
HEADER					
REC_TYPE	1-1	1	C	"H"	Indicates Header Record
FILLER	2-364	363	C	Spaces	
DETAIL					
REC_TYPE	1-1	1	C	"D"	Indicates Detail Record
REC_TRANS_TYPE	2-2	1	C	"A" or "D" or "M"	"A" – Add / Application "D" – Delete "M"- Modify "P" – Returned Pin mails
XREF_NAME	3-7	5	C		First Five characters of CP's last name
CP_DCN	8-15	8	C		CP's DCN
TRANS_TYPE	16-17	2	C		Identifies the CP operation type. "23" – DD Checking Account "33" – DD Savings Account "42" – SVC Card Only required for "A" records; blanks for "D" and "M" records '52' – Returned with forwarding address '62' – Returned undeliverable The above codes are required only for "P" records
DFI_ROUTING_NO	18-25	8	C		First 8 position of the RT number for the DFI DD – from the client's voided check SVC – "09100001" - Comerica Bank routing number Only required for "A" records; blanks for "D", "M" and "P" recor ds
DFI_CHECK_DIGIT	26-26	1	C		9th position of the RT number for the DFI DD – from the client's voided check SVC – "9" – Check Digit – Comerica Bank routing number Only required for "A" records; blanks for "D", "M" and "P" records

ACCOUNT_NO	27-43	17	C		Left Justified; Blank Filled DD: Client's bank account number from the voided check. SVC: Disposition if ACH Account Number: Positions 027-032 – NJ BIN – six digit Positions 033-042 – ACS Generated Account Number Positions 043-043 – Program Identifier Child Support – 1 Note: The entire 17 digits comprise the ACH account # which should be included in the ACH File sent to EPPIC for deposits. Only required for "A" records; blanks for "D", "M" and "P" records
CP Address-ATTN/Care of	44-83	40	C		CP Address-ATTN/Care of; Should be blank for 'D' records
CP Address Line 1	84-133	50	C		CP Address Line 1; Should be blank for 'D' records
CP Address Line 2	134-183	50	C		CP Address Line 2; Should be blank for 'D' records
CP Address City	184-211	28	C		CP Address City; Should be blank for 'D' records
CP Address State	212-213	2	C		CP Address State; Should be blank for 'D' records
CP Address Zip Code	214-228	15	C		CP Address Zip Code Should be blank for 'D' records
CP Address Country	229-230	2	C		CP Address Country; Should be blank for 'D' records
CP Member Contact Work Phone	231-240	10	C		CP Member Contact Work Phone; Should be blank for 'D' and 'P' records
CP Member Contact Work Phone – Extension	241-244	4	C		CP Member Contact Work Phone – Extension; Should be blank for 'D' and 'P' records
CP Member Contact Home Phone	245-254	10	C		CP Member Contact Home Phone; Should be blank for 'D' and 'P' records
CP Member Contact Pager/Cell Phone	255-264	10	C		CP Member Contact Pager/Cell Phone; Should be blank for 'D' and 'P' records
CP Member Contact Email	265-364	100	C		CP Member Contact Email; Should be blank for 'D' and 'P' records
TRAILER					
REC_TYPE	1-1	1	C	"T"	Indicates Trailer Record
REC_COUNT	2-7	6	N		Total number of Detail Records
FILLER	8-364	357	C	Spaces	

NOTES:

1. If the number of records in the input file does not match the REC_COUNT field on the trailer, an exception will be written to BSTL.

Direct Deposit

1. If both an 'A' and a 'D' record for the same DCN are contained in the same file, NJKiDS must process the 'D' record first. (SDU sends a cancellation / activation pair for Direct Deposit records if there is a change in the Direct Deposit; Pair is not sent for SVC, i.e., CPs cannot request a change to their SVC information)
2. If an 'A' record is received in the file and the CP's Direct Deposit status is already active, the record should be written as an exception to BSTL.

Stored Value Card

1. If an 'A' record is received in the file for the SVC and the CP's SVC status is already active in the system, the record should be written as an exception to BSTL

1.1.1.12. Output File(s)

N/A

1.1.1.13. Contact information

Name of the Agency	Technical Contact	Functional Contact

SDU		

1.1.1.14. Stored Procedure / Functions matrix

No	Stored Procedure Name/ Arguments	Nature of the procedure / Function	Description	Output	Tables / Screens	Applicability			
						I	A	U	D
1	SP_LOAD_EFT_SVC_ACCT	Loading	Loads the EFT and SVC setup file from Bank to temp table		LOAD_EFT_SVC_ACCT	Y	-	-	Y
2	BATCH_COMMON.SP_GET_RUN_DATE	Common Routine	Getting Run date	-	-	-	-	-	-
3	BATCH_COMMON.SP_GET_LAST_RUN_DATE	Common Routine	Getting Last Run date	-	-	-	-	-	-
4	BATCH_COMMON.SP_UPDATE_PARM_DATE	Common Routine	Updating Last run date	-	-	-	-	-	-
5	SP_BATCH_ERROR_LOG	Common Routine	Inserting the batch status	-	-	-	-	-	-

1.1.2 BATCH_FIN_EFT_SVC_ACCT_SETUP.SP_PROCESS_EFT_SVC_ACCT

1.1.2.1. Purpose

This process reads the temporary table LOAD_EFT_SVC_ACCT and updates any one or more the following tables/screens with the information from new SDU vendor

- ELECTRONIC_FUNDS_TRANSFER (EFTI screen/VEFTR table) with the Direct Deposit information
- DEBITCARD_RECIPIENTS (SVCI screen/VDPRS table) with the stored value card information
- ADDRESS_DETAILS (AHIS screen/VAHIS table)
- MEMBER_DEMOGRAPHICS (DEMO screen/VDEMO table)

1.1.2.2. Database Tables Affected:

1.1.2.2.1. Driver Tables

LOAD_EFT_SVC_ACCT

1.1.2.2.2. Output Tables

- ELECTRONIC_FUNDS_TRANSFER (VEFTR)
- DEBITCARD_RECIPIENTS (VDCRS)
- ADDRESS_DETAILS (VAHIS)
- MEMBER_DEMOGRAPHICS (VDEMO)

1.1.2.3. Process Description

- For every record in the LOAD_EFT_SVC_ACCT table, read the value for IND_ADD_DELETE and TRANS_CODE field.

- IND_ADD_DELETE can hold any one of the following values
    - A – Add
    - D – Delete
    - M – Modify
    - P – PIN Type Mails (Returned with Forwarding Address, Returned as Undelivered)

- If this field has any other value other than ‘A’ or ‘D’ or ‘M’ or ‘P’, an error will be recorded in Batch Error (BATE) table/BSTL screen.

- For CP Address and Demographic information updates

- If an ‘A’ record is received in the file with CP Address and Demographic information (Phone and email only), NJKiDS will process the record and update the CP Address and Demographic information (Phone and email only) based on the “A” transaction type matching criteria.

- If an ‘M’ record is received in the file, NJKiDS will process the record and update the CP Address and Demographic information (Phone and email only).

- If CP’s are matched on below conditions, then update the address and demographics accordingly.

CP_DCN – Client Department Number
XREF_NAME – First five characters of CP last name

- If CP’s are not matched, then the records will error out to BSTL.

- For all the matched CP’s records, AHIS and DEMO will be updated accordingly with the information received in the file.

Existing address de-duplication logic will be used to determine if the address information received in the file will be loaded to VAHIS. Only for this source type, Step 3 and 4 of the Address De-Duplicate Process will be skipped.

If the address passes de-duplication logic, then it will be loaded as ‘Address Type’ as ‘M-Mailing’, ‘Verification Status’ as ‘Y-Confirmed Good’ and ‘Source’ as ‘SVC’ on AHIS – Member Address History.

The incoming address is treated as confirmed good address and the address gets created in NJKiDS. Two exception scenarios as outlined below:

a) If the member for whom NJKiDS is receiving the address already has the **same Mailing address with Pending status** in NJKiDS, batch will mark the existing address as confirmed good by updating the status as Good and verification location as SVC.

b) If the member for whom NJKiDS is receiving the address has a **different Mailing address in confirmed good status**, batch will close that existing address by providing the end-date and create the new incoming address starting from the batch run date with the status as Good and verification location as SVC. This is to confirm to the data integrity in AHIS related to the date contiguity.

- Once the address is loaded in VAHIS, existing Batch Common in NJKiDS writes the Case journal entry regarding receipt of the CP address from SVC.
- If a ‘P’ record is received with code ‘62’ in the file, NJKiDS will process the record, if address matches with a ‘Confirmed Good’ address on AHIS table NJKIDS end dates Address information in AHIS. If the address matches with a ‘Verification Pending’ address on AHIS, NJKiDS marks the status as ‘Confirmed Bad’ and end dates the address. If the address matches with an address that is already end dated in AHIS, the process skips any update and write into BATE table with corresponding error code.
- If a ‘P’ record is received with code ‘52’ in the file, NJKiDS will insert this record in AHIS as Mailing Confirmed Good with High date.
    - If received address with code ‘52’ matches with AHIS pending status record or ‘No Action Taken’ Status record, NJKIDS updates the status as Confirmed Good.
    - If received address with code ‘52’ not matches with any AHIS record, then NJKIDS process and inserts received address as brand new address as Mailing with Confirmed Good status.
    - If received address with code ‘52’ matches with AHIS Confirmed Good record, NJKIDS writes into BATE table as with corresponding error code.
    - If received address with code ‘62’ not matches with AHIS record, NJKIDS writes into BATE table as with corresponding error code.

- TRANS_CODE can be any one of the following values
    - 23 – Checking Account information
    - 33 – Savings Account information
    - 42 – Stored Value Card
    - 52 – Returned Mail with Forwarding Address
    - 62 – Returned Mail as Undelivered

- If this field has any other value other than ‘23’, ‘32’ or ‘42’ or ‘52’ or ‘62’, an error will be recorded in Batch Error (BATE) table /BSTL screen.

- When a client's direct deposit information is to be updated, SDU sends a Delete record for the old information and an Add record for the new information. In order to process this type of information, all the Delete records in the file will be processed first followed by the Add records.

- If NJKiDS receives transaction types of "A-Add" and "M-Modify" values together in the same file for the same member, "M-Modify" transaction type will be ignored

- If the DCN is not part of any open case, insert an entry into the error table for the DCN with the message "Recipient not active in any open case"

- For all P type records received with codes '62' or '52', NJKIDS will process and updates AHIS table, irrespective of case is open /close.

- For all updates made by P type records, the verification source will be set to SVC and verified by will be set to P (Post Master)

- Once the address is loaded in VAHIS, existing Batch Common module in NJKiDS writes the Case journal entry regarding receipt of Minor activity (RMAIL) & Minor activity (UNDLD) regarding end dating of the address.

Direct Deposit (TRANS-CODE 23 or 33)

- Below table provides the mapping between the file and the source table if the TRANS-CODE is 23 or 33 i.e. direct deposit information

Input Column Name	Output Column Name	Description
LOAD_EFT_SVC_ACCT.DCN	EFTR.ID_CHECK_RECIPIENT	DCN of the recipient
LOAD_EFT_SVC_ACCT.EFT-TRANS-CODE	EFTR.ACCOUNT_TYPE	Type of the Bank Account. Valid Values are as follows: 23 - CH – Checking 33 - SA – Savings
LOAD_EFT_SVC_ACCT.DFI	EFTR. NO_ROUTING_BANK	First 8 characters of Routing number of the Recipients bank account.
LOAD_EFT_SVC_ACCT.CHECK-DIGIT	EFTR. NO_ROUTING_BANK	Last character of the Routing number of the Recipients bank account.
LOAD_EFT_SVC_ACCT.ACCT-NUM	EFTR. NO_ACCOUNT_BANK	Account number of the Recipients bank account.

- If the value of IND_ADD_DELETE is 'A-Add' and TRANS_CODE is '23' or '33', system will update the direct deposit information in the ELECTRONIC_FUNDS_TRANSFER (EFTI screen/ EFTR table). If there are already existing records in EFTR for the DCN, system will end-date the existing EFT information for the recipient and insert a new record into ELECTRONIC_FUNDS_TRANSFER (EFTI screen/ EFTR table) with the new Account number, Account type and Routing number information. The new records status will be inserted as 'PP – Pre-note Pending' to be used by BATCH_FIN_EFT _SVC_PNOTE_DISB batch process to send pre-note for the enrolled direct deposit information

- If the value of IND_ADD_DELETE is 'D-Delete', update the direct deposit status for the recipient as "CA-Cancelled" in ELECTRONIC_FUNDS_TRANSFER (EFTI screen/ EFR table).

Store Value Card (TRANS-CODE 42)

- Below table provides the mapping between the file and the source table if the TRANS-CODE is 42 i.e. stored value card information

Input Column Name	Output Column Name	Description
LOAD_EFT_SVC_ACCT.DCN	DCRS.ID_CHECK_RECIPIENT	DCN of the recipient
LOAD_EFT_SVC_ACCT.DFI	DCRS. NO_ROUTING_BANK	First 8 characters of Routing number of the Recipients bank account.

LOAD_EFT_SVC_ACCT.CHECK-DIGIT	DCRS. NO_ROUTING_BANK	Last character of the Routing number of the Recipients bank account.

LOAD_EFT_SVC_ACCT.ACCT-NUM	DCRS. NO_ACCOUNT_BANK	Account number of the Recipients bank account.

- If the value of IND_ADD_DELETE is 'A-Add' and TRANS_CODE is '42', system will update the stored value card information into DEBITCARD_RECIPIENTS (SVCI screen/ DPRS table). The stored value card information from the file is updated for the recipient in the DCRS table with the status as 'P-Pending'.

CP Address and Demographic information updates

- Below table provides the mapping between the file and the output table for record type of 'M'

Input Column Name	Output Column Name	Description
LOAD_EFT_SVC_ACCT. ADDR_ATTN	VAHIS.ADDR_ATTN	CP Address-ATTN/ Care of
LOAD_EFT_SVC_ACCT. ADDR_LINE1	VAHIS.ADDR_LINE1	CP Address Line 1
LOAD_EFT_SVC_ACCT. ADDR_LINE2	VAHIS.ADDR_LINE2	CP Address Line 2
LOAD_EFT_SVC_ACCT. ADDR_CITY	VAHIS.ADDR_CITY	CP Address City
LOAD_EFT_SVC_ACCT. ADDR_STATE	VAHIS.ADDR_STATE	CP Address State
LOAD_EFT_SVC_ACCT. ADDR_ZIP	VAHIS.ADDR_ZIP	CP Address Zip Code
LOAD_EFT_SVC_ACCT. ADDR_COUNTRY	VAHIS.ADDR_COUNTRY	CP Address Country
LOAD_EFT_SVC_ACCT. NO_WORK_PHONE	VDEMO.NO_WORK_PHONE	CP Member Contact Work Phone
LOAD_EFT_SVC_ACCT. NO_WORK_EXTN	VDEMO.NO_WORK_PHONE	CP Member Contact Work Phone Extension
LOAD_EFT_SVC_ACCT. NO_HOME_PHONE	VDEMO.NO_HOME_PHONE	CP Member Contact Home Phone
LOAD_EFT_SVC_ACCT. NO_CELL_PHONE	VDEMO.NO_CELL_PHONE	CP Member Contact Pager/Cell Phone
LOAD_EFT_SVC_ACCT. ADDR_EMAIL	VDEMO.ADDR_EMAIL	CP Member Contact Email

- Data updates received for CP Member Contact information will be updated and display "Batch" in the Worker field and the "Date" the file was processed in the Last Updated field in the AHIS and DEMO screens.

CP/NCP/Putative Father Address information updates

- Below table provides the mapping between the file and the output table for record type of 'P'

Input Column Name	Output Column Name	Description
LOAD_EFT_SVC_ACCT. ADDR_LINE1	VAHIS.ADDR_LINE1	Address Line 1
LOAD_EFT_SVC_ACCT. ADDR_LINE2	VAHIS.ADDR_LINE2	Address Line 2
LOAD_EFT_SVC_ACCT. ADDR_CITY	VAHIS.ADDR_CITY	Address City
LOAD_EFT_SVC_ACCT. ADDR_STATE	VAHIS.ADDR_STATE	Address State
LOAD_EFT_SVC_ACCT. ADDR_ZIP	VAHIS.ADDR_ZIP	Address Zip Code
LOAD_EFT_SVC_ACCT. ADDR_COUNTRY	VAHIS.ADDR_COUNTRY	Address Country

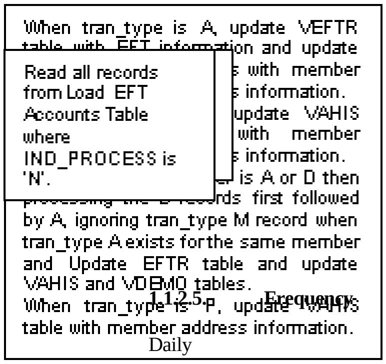
Data updates received for CP/NCP/Putative Father Member Address information will be updated and display "Batch" in the Worker field and the "Date" the file was processed in the Last Updated field in the AHIS screen.

CP's EFT / SVC Status

- If the CP's status was changed to 'C – Closed / Inactive' for all the cases in VCMEM then change the status of the EFT in VEFTR to

‘EX – Exempt’ and the status of the SVC in VDCRS to ‘E – Exempt’.

1.1.2.4. Flow Chart



1.1.2.5. Frequency

Daily

1.1.2.6. Dependencies

1.1.2.6.1. Predecessors:

Execute Load file process. BATCH_FIN_EFT_ACCT_SETUP.SP_LOAD_EFT_SVC_ACCT

1.1.2.6.2. Successors:

Run the batch disbursement process BATCH_FIN_DISBURSEMENT.SP_DISB_RECOUP

1.1.2.7. Restart Procedures

Restart the job from the last commit point

1.1.2.8. Instructions if Job is skipped

Job cannot be skipped

1.1.2.9. Commit Frequency

Commit at the end of process

1.1.2.10. Exception Threshold

No exception threshold

1.1.2.11. Input File(s)

N/A

1.1.2.12. Output File(s)

N/A

1.1.2.13. Contact information

Name of the Agency	Technical Contact	Functional Contact

1.1.2.14. Stored Procedure / Functions matrix

No	Stored Procedure Name/ Arguments	Nature of the procedure / Function	Description	Output	Tables / Screens	Applicability			
						I	A	U	D
1	SP_PROCESS_EFT_ SVC_ ACCT	Process	Reads the EFT setup information from SDU and updated the NJKiDS EFTI and SVCI screen		VEFTR VDCRS VAHIS VDEMO	Y Y Y Y	Y Y Y Y	Y Y Y Y	- - - -
2	BATCH_COMMON.SP_GET_RUN_DATE	Common Routine	Getting Run date	-	-	-	-	-	-
3	BATCH_COMMON.SP_GET_LAST_RUN_DATE	Common Routine	Getting Last Run date	-	-	-	-	-	-

4	BATCH_COMMON.SP_UPDATE_PARM_DATE	Common Routine	Updating Last run date	-	-	-	-	-	-
5	SP_BATCH_ERROR_LOG	Common Routine	Inserting the batch status	-	-	-	-	-	-
6	SPKG_COMMON.SP_INSERT_HDEMO AS_ID_MEMBER AD_DT_END_VALIDITY	Common Routine	This Procedure is used to move the current c ase member demographics information from VDEMO into HDEMO. Internally called from BATCH_FIN_EFT_SVC_ACCT_SETU P.SP_PROCESS_EFT_ SVC_ ACCT	AC_MSG_CODE AS_ERROR_DESC	HDEMO	-	Y	-	-
7	BATCH_COMMON.SP_ADDRESS_UPDATE	Common Routine	This procedure updates the given address in VAHIS table using Address De-Dup process.	-	-	-	-	-	-
8	BATCH_COMMON.SF_CHECK_AHIS_BATE_ERROR	Common Function	This function is used to return BATE error code for the given message code from sp_address_update.	-	-	-	-	-	-
9	SPKG_COMMON. SP_END_DATE_GOOD_AHIS_ADDRESS	Common Routine	This function is used to end date the existing confirmed good address of a member, thus allowing to add the new confirmed good address received. (Internally called from BATCH_FIN_EFT_SVC_ACCT_SETUP. SP_PROCESS_EFT_SVC_ACCT)	-	-	-	-	-	-

1.1.3 SPKG_COMMON.SP_END_DATE_GOOD_AHIS_ADDRESS

For all the return message codes (g, h, i, j) from the common routine SPKG_COMMON.SP_END_DATE_GOOD_AHIS_ADDRESS the procedure BATCH_FIN_EFT_SVC_ACCT_SETUP.SP_PROCESS_EFT_SVC_ACCT writes a log into BATE table.