

eCourts Guardianship

Report Review – Closing Follow-Ups Overview August 2021

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Closing Follow-Ups Overview

This guide is an overview of the Follow-Ups tab in Report Review.

Except for Finance users, users with access to the Case Review tab have access to the Follow-Ups tab.

The role of users in Follow-Ups is to perform the follow-up actions selected by Judge and Final Review level users.

To begin a report review, open the Case Management tab, then click the Report Review tab.



Judiciary eCourts System - Guardianship

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eCOURTS HOME **CASE MANAGEMENT** UPLOAD DOCUMENT CASE JACKET User: []

Welcome to eCourts

Announcements
There are no announcements.



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eCOURTS HOME **CASE MANAGEMENT** UPLOAD DOCUMENT CASE JACKET

Case Search Report Review

Manage Case

Only alphabetic characters can be entered in name fields.

Search for County Docket Number (exact): * Search

OR

Search for Incapacitated Person: * First Name * Last Name Reset Search

Workbasket/home
Screen

Follow-Ups is a separate tab containing cases with one or more follow-up actions that must be completed.

Each row is a report that has been reviewed. Clicking the + expands the row to show a list of the follow-up actions to be completed for the review.

New Report Review Case Review **Follow-Ups**

Search by: + Add/Change Reset All

Refresh

Page 1 of 3

Filed Date	County	Docket Number	Report type	Transaction ID	Follow Ups	Status	Attention
+ 4/16/2019	Mercer	20-00999	Inventory	GMP20212839		Pending Follow-Ups	Emergent <input type="button" value="Begin"/>
+ 6/25/2020	Mercer	19-0008	EZ Accounting	GMP20213354		Pending Follow-Ups	Emergent <input type="button" value="Begin"/>
+ 3/2/2021	Mercer	21-0044	EZ Accounting	GMP20212867		Pending Follow-Ups	<input type="button" value="Begin"/>
+ 3/2/2021	Mercer	21-0044	Inventory	GMP20212868		Pending Follow-Ups	<input type="button" value="Begin"/>

Filed Date	County	Docket Number	Report type	Transaction ID	Follow Ups	Status	Attention
- 4/16/2019	Mercer	20-00999	Inventory	GMP20212839	<ul style="list-style-type: none"> Guardian appointment Significant financial concerns Guardian appointment Significant financial concerns 	Pending Follow-Ups	<input type="button" value="Begin"/>

Columns & Sort Order

Filed Date: the date the report was filed with the Surrogate

County: users see cases only from their county/counties

Docket Number: eCourts case docket number

Report Type: report type under review

Transaction ID: the unique identifier assigned to the report when it was uploaded to the Case Jacket

Status: current progression of the review within the report review process

Attention: denotes when a review is **Emergent**

The **Follow-Ups** column is populated when the row is expanded.

Filed Date	County	Docket Number	Report type	Transaction ID	Follow Ups	Status	Attention
+ 4/16/2019	Mercer	20-00999	Inventory	GMP20212839		Pending Follow-Ups	

Workbasket default sort order:

- Reviews marked Emergent
- All other reviews by Filed Date (oldest first)

New Report Review Case Review **Follow-Ups**


Search by: [+ Add/Change](#) [Reset All](#)


[Refresh](#) Page 1 of 3

Filed Date	County	Docket Number	Report type	Transaction ID	Follow Ups	Status	Attention
+ 4/16/2019	Mercer	20-00999	Inventory	GMP20212839		Pending Follow-Ups	Emergent Begin
+ 6/25/2020	Mercer	19-0008	EZ Accounting	GMP20213354		Pending Follow-Ups	Emergent Begin
+ 3/2/2021	Mercer	21-0044	EZ Accounting	GMP20212867		Pending FollowUps	Begin
+ 3/2/2021	Mercer	21-0044	Inventory	GMP20212868		Pending Follow-Ups	Begin

Note: If an issue was identified as Emergent at the immediately preceding level of review the red Emergent token displays in the Attention column on the workbasket.

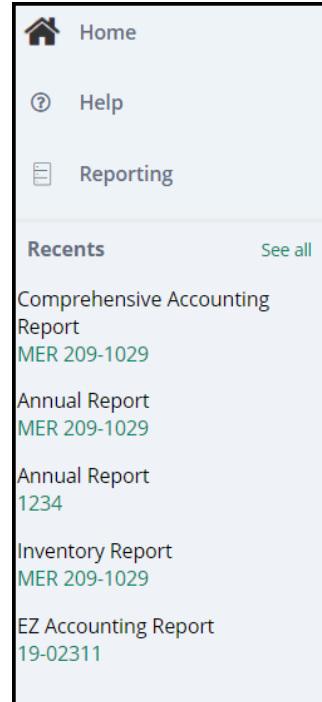
Workbasket Functions:




Clicking the  Home icon returns the user to the workbasket.

 Help displays a PDF containing user FAQs and helpful information.

Reporting is used primarily by AOC Civil Practice and Program Coordinators.


Recents is a user specific list of reviews recently opened.



-  Home
-  Help
-  Reporting

Recents See all

- Comprehensive Accounting Report
MER 209-1029
- Annual Report
MER 209-1029
- Annual Report
1234
- Inventory Report
MER 209-1029
- EZ Accounting Report
19-02311

Reporting		Title	Docket Number	Opened
Recents	See all	Inventory Report	11-2020	3 minutes ago
Inventory Report 11-2020		Inventory Report	MER-349-39392	12 minutes ago
Inventory Report MER-349-39392		Inventory Report	20-00999	25 minutes ago
		Comprehensive Accounting Report	MER 209-1029	3 days ago

Filtering the workbasket

Clicking [+ Add/Change](#) allows users to search and filter the workbasket.

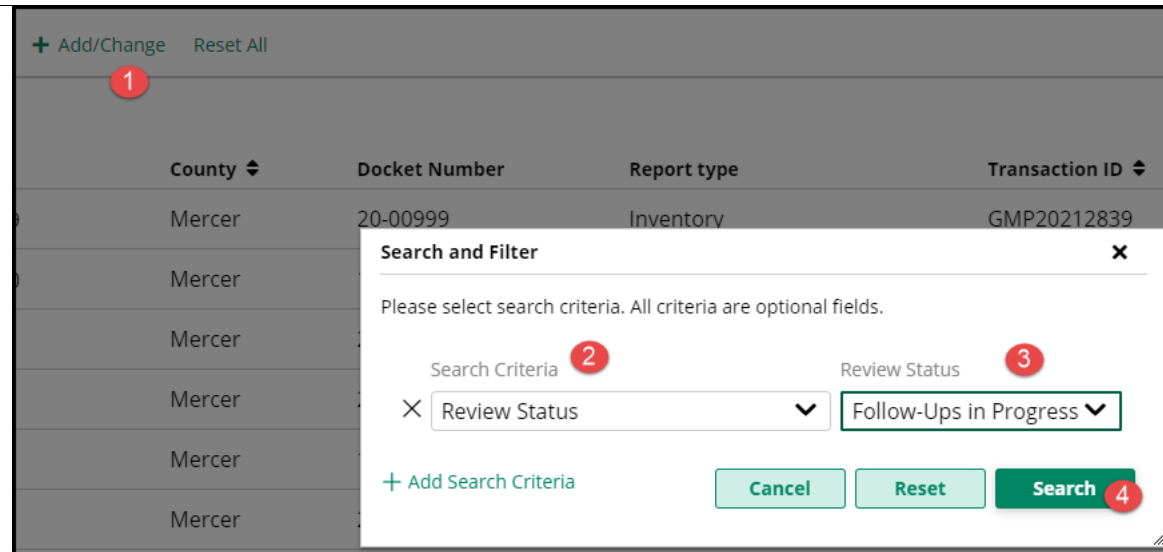
For example:

- 1) Click 'Add/Change'
- 2) Select the 'Review Status' search criteria
- 3) Select 'Pending Follow-Ups' or 'Follow-Ups in Progress'
- 4) Click Search

Only the cases for in the selected status will display.

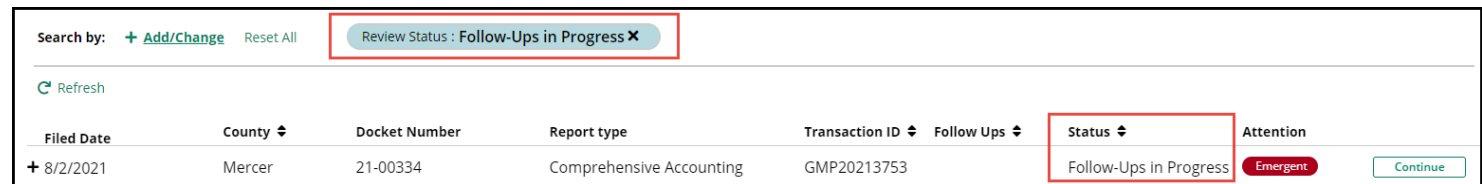
Note: You may add more than one search criteria by clicking +Add Search Criteria.

To clear the search criteria, click 'Reset All'.



The screenshot shows a 'Search and Filter' dialog box overlaid on a table. The table has columns: County, Docket Number, Report type, and Transaction ID. The dialog box contains the following elements:

- Buttons: '+ Add/Change' (1), 'Reset All'
- Text: 'Please select search criteria. All criteria are optional fields.'
- Search Criteria: A dropdown menu (2) with 'Review Status' selected.
- Review Status: A dropdown menu (3) with 'Follow-Ups in Progress' selected.
- Buttons: '+ Add Search Criteria', 'Cancel', 'Reset', 'Search' (4)



The screenshot shows the filtered workbasket table. The search filter 'Review Status : Follow-Ups in Progress' is highlighted with a red box. The table header includes columns: Filed Date, County, Docket Number, Report type, Transaction ID, Follow Ups, Status, and Attention. The 'Status' dropdown menu is highlighted with a red box and is set to 'Follow-Ups in Progress'. The table contains one row with the following data:

Filed Date	County	Docket Number	Report type	Transaction ID	Follow Ups	Status	Attention
+ 8/2/2021	Mercer	21-00334	Comprehensive Accounting	GMP20213753		Follow-Ups in Progress	Emergent

Beginning a review

Once you have selected the report you would like to review, use the **'Begin'** action button to start a review that is in 'Pending Follow-Ups' status.

If a review was previously begun, but saved prior to completion, the review status will be 'Follow-Ups in Progress' and the action button is **'Continue'**.

Click on 'Begin' or 'Continue' to open a review.

NOTE: The case lock feature ensures that only 1 user can have a review open at a time.



Review Screen

Once 'Begin' or 'Continue' has been selected, the review will open in a new tab.

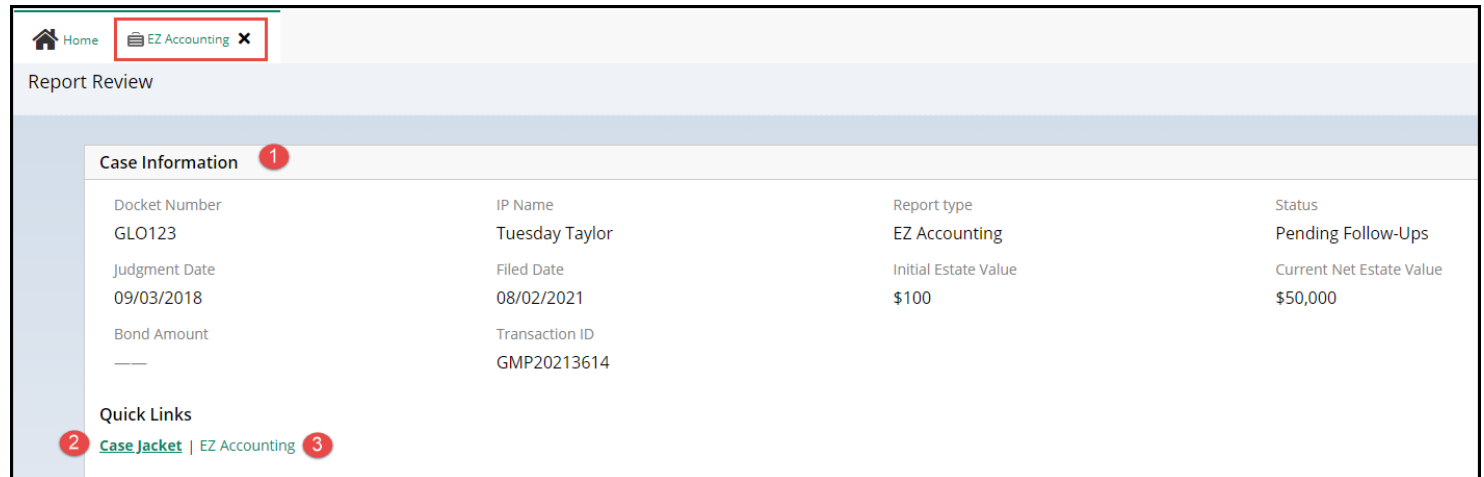
Each review has 3 sections:

- Case Information
- Performance area
- Audit section

Case Information Section

- 1) Basic case information
- 2) Link to the Case Jacket
- 3) Link to the report under review

Note: The Home or workbasket screen remains available in a separate tab



Home EZ Accounting x

Report Review

Case Information 1

Docket Number	IP Name	Report type	Status
GLO123	Tuesday Taylor	EZ Accounting	Pending Follow-Ups
Judgment Date	Filed Date	Initial Estate Value	Current Net Estate Value
09/03/2018	08/02/2021	\$100	\$50,000
Bond Amount	Transaction ID		
---	GMP20213614		

Quick Links

2 [Case Jacket](#) | [EZ Accounting](#) 3

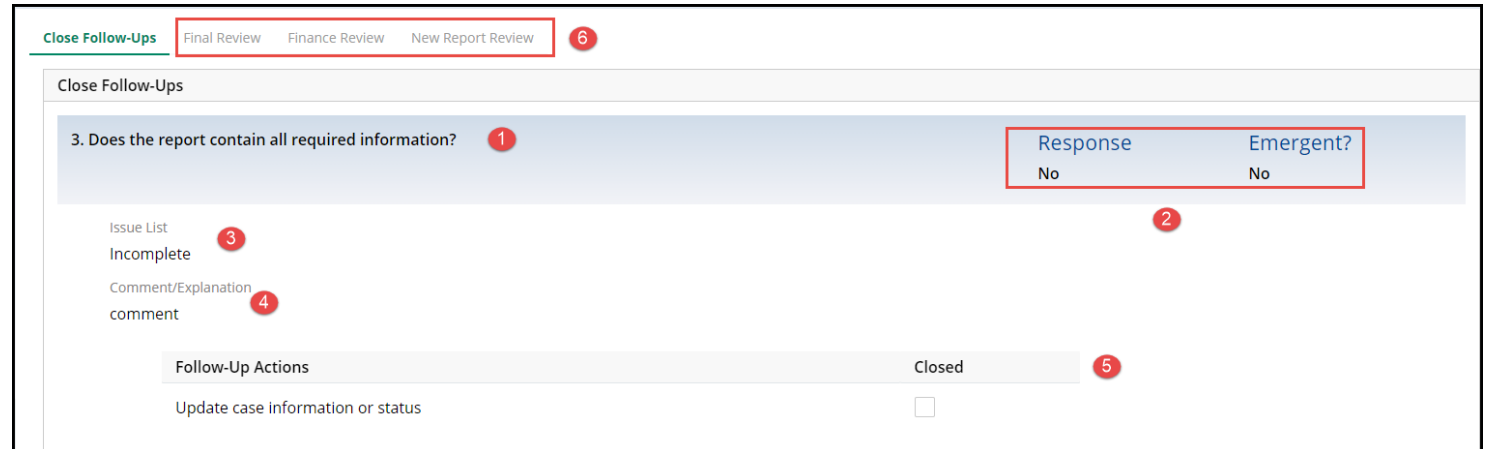
Performance Area

Reviews display:

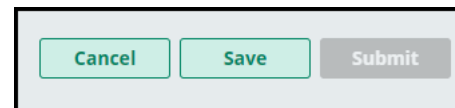
- 1) The review question
- 2) The response and whether the issue is emergent
- 3) The specific issue(s) identified
- 4) Comments entered during the prior levels of review
- 5) The follow-up actions required for the issue buttons
- 6) Read-only results tabs for the prior levels of review (review results are also available in the Case Jacket as PDFs)

Action Buttons to:

- Cancel (close) a review
- Save as review as a draft
- Submit to advance a review



The screenshot shows a web interface for 'Close Follow-Ups'. At the top, there are navigation tabs: 'Close Follow-Ups' (highlighted), 'Final Review', 'Finance Review', and 'New Report Review'. A red circle with the number '6' is next to the 'New Report Review' tab. Below the tabs, the main content area is titled 'Close Follow-Ups'. It contains a question: '3. Does the report contain all required information?' with a red circle '1' next to it. To the right of the question are two columns: 'Response' and 'Emergent?'. Under 'Response' is a 'No' button (circled in red with '2'), and under 'Emergent?' is a 'No' button. Below this is an 'Issue List' section with 'Incomplete' (circled in red with '3') and 'Comment/Explanation comment' (circled in red with '4'). At the bottom of the form is a 'Follow-Up Actions' section with a 'Closed' button (circled in red with '5') and a checkbox labeled 'Update case information or status'.



A horizontal row of three buttons: 'Cancel' (light green), 'Save' (light green), and 'Submit' (grey).

Audit Section

Contains a list of all case actions.

The **Draft Notes** tab contains notes entered when a review has been saved as a draft and notes entered if a review was returned to Finance for re-review.

Audit Draft Notes		
Time	Description	Performed by
08/04/2021 01:48 PM	Review Status changed to Pending Follow-Ups.	susan.flynn
08/04/2021 01:48 PM	Final Review complete and sent for follow-ups review.	susan.flynn
08/04/2021 01:47 PM	Review Status changed to Pending Final Review.	susan.flynn
08/04/2021 01:47 PM	Finance Review complete and sent to Final Review.	susan.flynn
08/04/2021 10:54 AM	New Report Review complete and sent to Finance Review.	susan.flynn
08/04/2021 10:54 AM	Review Status changed to Pending Financial Review.	susan.flynn
08/03/2021 10:28 AM	Review Status changed to New Report.	susan.flynn
08/03/2021 10:28 AM	New Report Review Created.	susan.flynn

Performing a Review

Users working in the Follow-Ups tab will be completing the follow-up actions selected by Judge or Final Review users. The follow-ups are actions that need to be taken in order to address issues identified in a report.

Follow-ups are completed outside the system. When a follow-up is completed, mark it 'Closed'.

If "No Follow-Up Needed" is listed as the follow-up action, the 'Closed' checkbox will be checked and greyed out. No action needs to be taken and the issue is displayed for informational purposes only.

3. Does the report contain all required information?		Response	Emergent?
		No	No
Issue List Incomplete			
Comment/Explanation comment			
Follow-Up Actions		Closed	
Update case information or status		<input type="checkbox"/>	

6. Were any gifts or donations appropriate and consistent with the judgment, other orders, and any prior reports?		Response	Emergent?
		No	No
Issue List Summary - Schedule B-4: All Other Disbursements			
Comment/Explanation comment			
Follow-Up Actions		Closed	
Letter to Guardian(s) seeking information		<input type="checkbox"/>	

1. Is the reporting period correct?		Response	Emergent?
		No	No
Issue List Reporting period incorrect/gap			
Comment/Explanation test			
Follow-Up Actions		Closed	
No Follow-Up Needed		<input checked="" type="checkbox"/>	

Saving Reviews In Progress

If not all the follow-ups are completed:

- 1) Use the 'Save' button to save the review as a draft in progress
- 2) Enter comments and click 'Add'
- 3) The review will be saved in 'Follow-Ups in Progress' status

Any user can work on the review by clicking 'Continue'.

Reviews can be saved as a draft multiple times.

The comments entered in the "Add Draft Note" textbox are saved in the 'Draft Notes' tab inside the review

3. Does the report contain all required information? Response: No Emergent?: No

Issue List
Incomplete

Comment/Explanation
comment

Follow-Up Actions	Closed
Provide information or assistance to guardian(s)	<input type="checkbox"/>
Letter to Guardian(s) seeking information	<input checked="" type="checkbox"/>

Add Draft Note ✕

⚠

Will complete the remaining follow-up actions by the end of the week.

Remaining: 81 characters

Filed Date	County	Docket Number	Report type	Transaction ID	Follow Ups	Status	Attention
+ 8/7/2018	Gloucester	GLO123	Inventory	GMP20213613		Follow-Ups in Progress	<input type="button" value="Continue"/>

Completion of a Review

When all follow-ups have been completed and marked 'Closed', the review can be submitted by clicking 'Submit'.

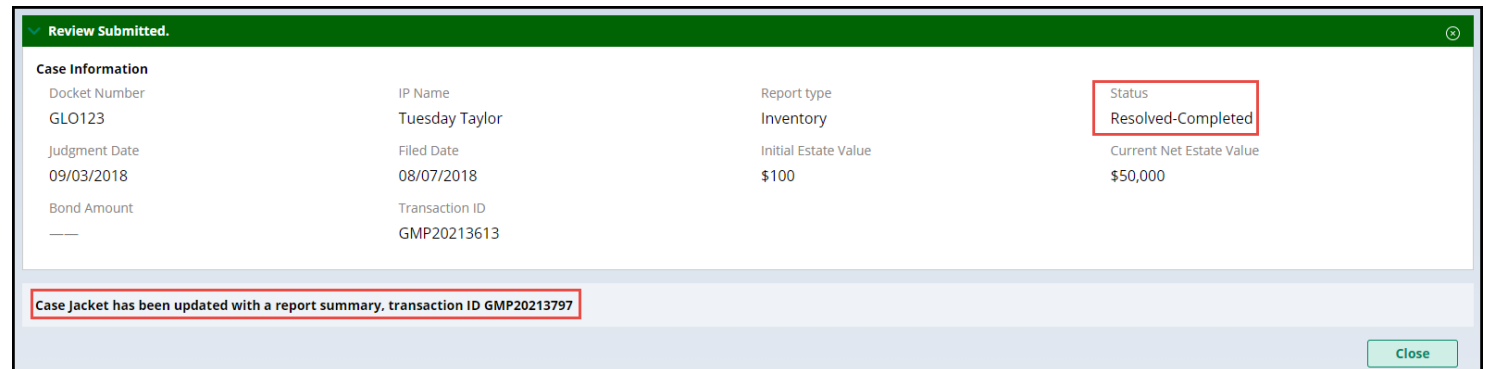
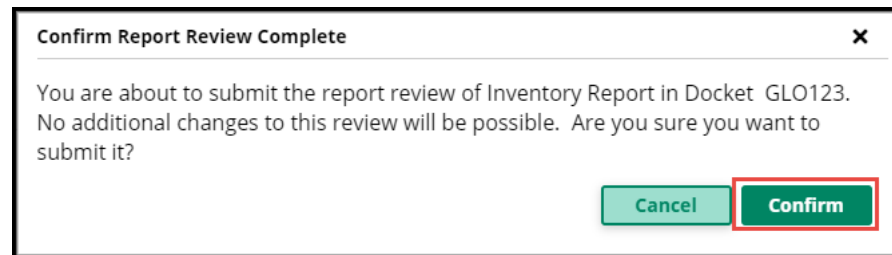
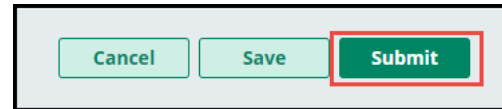
Select the 'Confirm' button to continue to submit a completed review.

A confirmation displays showing that the review is in 'Resolved-Completed' status.

A PDF summary is automatically generated and uploaded to the Case Jacket.

Note: Once all follow-ups are completed and the review is submitted, the review process is concluded. Completed reviews do not display on any workbaskets.

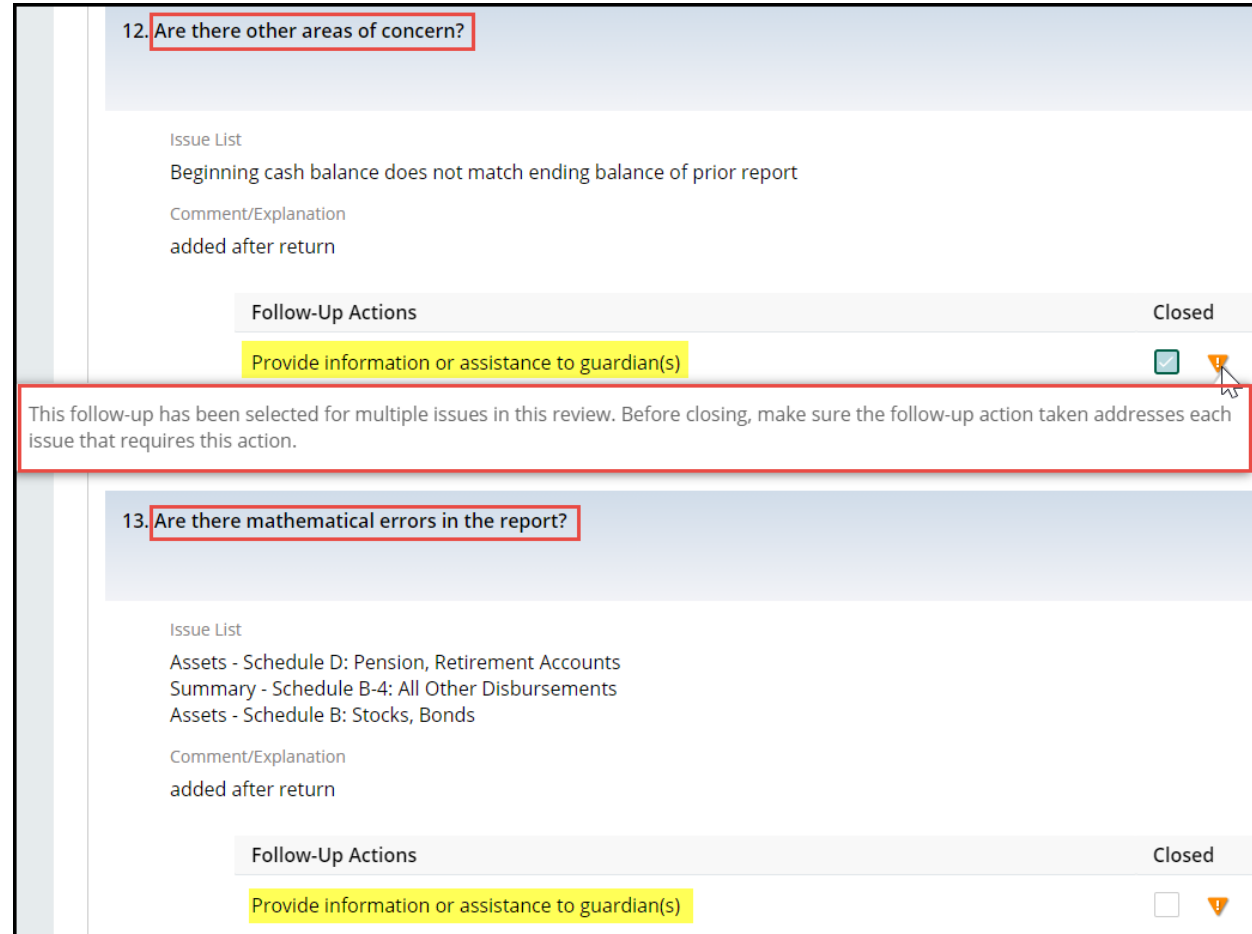
The 'Submit' button will not be enabled if any follow-ups remain open.



Follow-Ups Selected Multiple Times

Sometimes the same follow-up action is selected for more than one issue. The system will display a tool tip to remind users to address each issue in one follow-up action if possible.

Example: If information needs to be provided to a guardian relating to more than 1 issue in the report, all the information should be provided in one communication if possible.




12. Are there other areas of concern?

Issue List
Beginning cash balance does not match ending balance of prior report

Comment/Explanation
added after return

Follow-Up Actions Closed

Provide information or assistance to guardian(s) 

This follow-up has been selected for multiple issues in this review. Before closing, make sure the follow-up action taken addresses each issue that requires this action.

13. Are there mathematical errors in the report?

Issue List
Assets - Schedule D: Pension, Retirement Accounts
Summary - Schedule B-4: All Other Disbursements
Assets - Schedule B: Stocks, Bonds

Comment/Explanation
added after return

Follow-Up Actions Closed

Provide information or assistance to guardian(s) 