

**GOING BEYOND THE BASICS:**  
Thinking Outside the Box

Created by: Lakesha Franklin & Kellie Bishop-Thibodaux CSE

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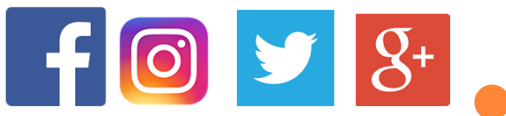
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**MOST POPULAR SOCIAL MEDIA SITES**

- > Facebook
- > Instagram
- > Twitter
- > Google+




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**FACEBOOK**

- o Facebook: social network designed for users to connect and share with their family and friends online.
- o February 2018 stats:
  - 2.13 billion active monthly users worldwide
  - 1.15 billion mobile active users daily
- o What does this mean to you?
  - You can gather some very useful information to assist with working your cases.
- o An users' public profile can provide their name, location, networks (school, workplace), etc.

Source: zephoria.com




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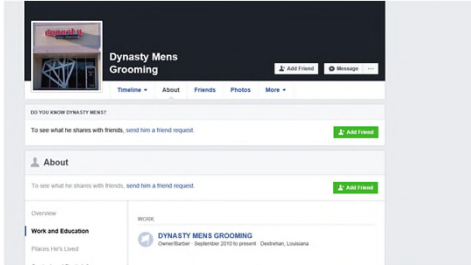
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### NCP'S SELF-EMPLOYED




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### NCP PROVIDES LOCATION




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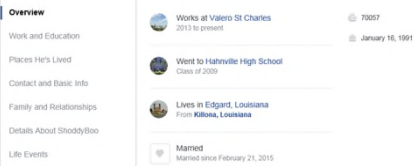
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### NCP'S EMPLOYER




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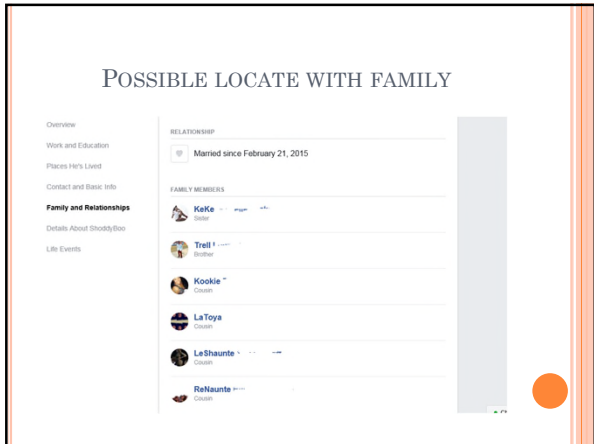
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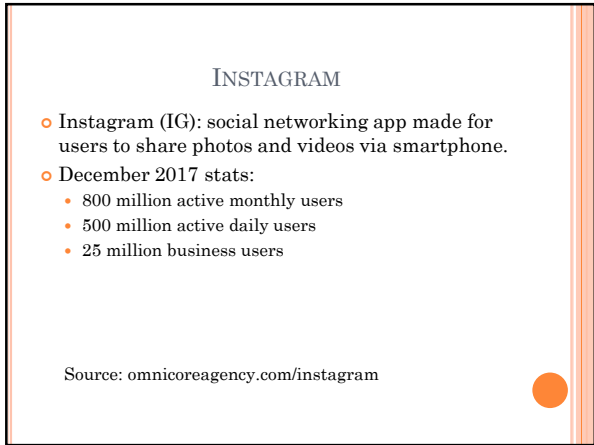
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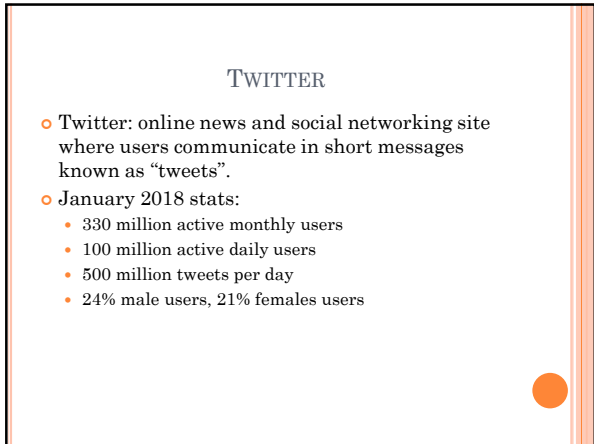
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### GOOGLE+

- Google+: social networking site similar to Facebook and Twitter
- Provides a users' location, previous work & school history, places lived, etc.



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### CAJUN & VINELINK

- CAJUN: tool to identify incarceration of either party:
- Info found via CAJUN:
  - Probation officer's name, address, & contact number
  - Incarceration dates
  - Addresses (current & last known)
  - Emergency contact



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### CLEAR

- CLEAR: useful tool to locate demographic information on the non-custodial party
- Information is gathered from several sources including but not limited to Experian, TransUnion, household listing, utility, listing, vehicle registration, email records, and phone listings.
  - Vital statistics such as names, aliases, social security number, date of birth, spouses name, email address
  - Current address along with all last known addresses and any phone numbers associated with each address



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### LAMI

- Instructions via DCFS homepage:
- <http://intra/WebApplications.aspx>
  - Web applications
  - OFS-FA Web System
  - Case Queries
  - Web Case Inquiry
  - Input customer's social security number
  - Case Details

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### Customer Service Inquiry

Name	DOB	DOB	DOB	DOB	Residential Address	Mailing Address	Phone Number	Alt Contact Number	E-Mail Address
NAME					888 WASHINGTON ROAD LITTLE ROCK, AR 72202	P.O. BOX 201 LITTLE ROCK, AR 72202	(501) 223-1234		

Case Number	Issue Date	Status	Case ID	Case Type
12345	01/01/2018	Open	12345	Customer Service Inquiry

Program Name	Application Date	Case From Date	Case To Date	Off Bus Month	Case Involvement	Blocker / Comment	Benefit Amount	Status	Current Support Group
Medicaid	01/01/2018	01/01/2018					\$0.00	APPRO	CG
Medicaid	01/01/2018	01/01/2017	01/01/2018	01/01/2018			\$0.00	APPRO	CG
Medicaid	01/01/2018	01/01/2017	01/01/2018	01/01/2018			\$0.00	APPRO	CG
Medicaid	01/01/2018	01/01/2017	01/01/2018	01/01/2018			\$0.00	APPRO	CG

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### LMFA/MEFA

- Provides an address for NCP
- Possible relatives to attempt contact
- Lists possible accounts NCP may have open
  - In order to initiate the freeze/seize process, NCP must have at least \$500.00 in a savings account or an available balance of more than \$2000.00 in a checking account.
  - LMFA will list the account #, financial institution, and available balance.
  - MEFA will provide the type of account, address listed for account holder, and any other parties who have ownership of the account

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TELEPHONE CONTACT

- o CP's can be an excellent source to obtain information
- o Contact CP's by telephone (ARDA, CALO, LAMI/CLIENT, OnBase for contact numbers)
- o When speaking to NCP ask open ended questions




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INFORMATION FROM CP

- o **AR: MAMBO, CARNIVAL**  
**AP: BACCHUS, REX**  
**02/08/2018 EU QUESTION:** Mr. Rex is a registered sex offender, therefore he has to provide with an updated address and other such information. All of the information that he has to provide to comply with this has to be documented and verified so if you look that up you will get all the information that you are looking for.
- o What would you do with this information provided by the CP?




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INFORMATION FROM CP

**01/29/2018 QUESTION:** Why can't I get my child support from Adonis Choctaw? Go on his FB or Instagram under Caesar Barkus and see how well he is doing with his 50k truck, racing street bike, house in the mountains, vacations, etc. I haven't been able to afford vacation in 5 years because I'm the one that's always footed everything with no help from the government or anyone! He has been working and is about to relocate once again to South Carolina. Unsure if for same company or new one, but heard he is working for a former employer.




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### TEXT TO EMAIL

- If you're having a difficult time contacting NCP by telephone try text via email.




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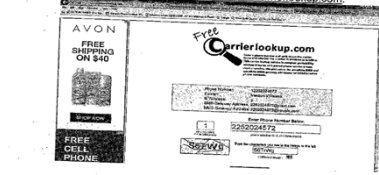
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### TEXT TO EMAIL

**Directions:**

Verify cell provider by internet site [www.freecarrierlookup.com](http://www.freecarrierlookup.com).



In Outlook: Type Cell Phone number and e-mail address for the provider (see attached list.) An example of the Outlook "To:" line would appear as follows: [222558968@VTEXT.COM](mailto:222558968@VTEXT.COM)




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### LOUISIANA SEX OFFENDER REGISTRY

- Sex offender registry can be a useful tool in locating NCP's
  - Provides information such as NCP's current address, other known addresses, physical description of client, active warrants, vehicle information
- <http://www.icrimewatch.net/louisiana.php>




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