

## Metamorphosis

### The Life Cycle of a Case

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### What is Required in all Stages?

- Continuous process at all phases requires teamwork between intake and collections staff
- Café, LASES and OnBase must be updated to insure that new and accurate information is available
- Knowledge and use of all information-gathering tools at our disposal (Café, LASES, OnBase, Work Number, LWC Inquiry, Vinewatch, Cajun, Accurint, CLEAR, etc.)
- Realizing that phone/email communication with the parties can sometimes be the easiest way to develop needed information for processing of cases
- Real-time processing of cases insures success
- Think outside the box
- Be detail-oriented
- Concentrate on putting your best foot forward
- Communicate with your partners

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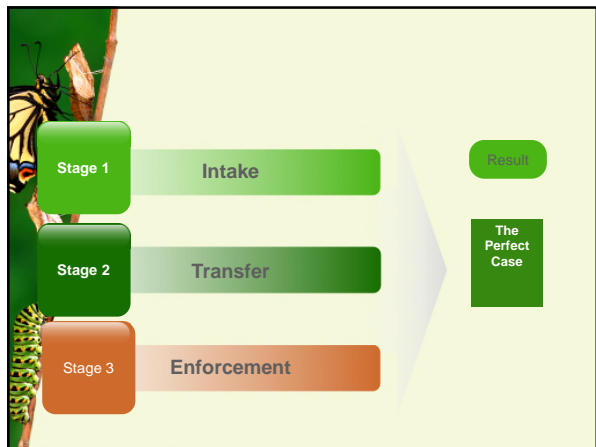
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### Intake – The Perfect Beginning

- Work the new application quickly
- Open the lines of communication with the parties via phone and email
- Insure service addresses are the “best” addresses
- Use available technology like DocuSign to flow a case more quickly
- Make sure that complicated cases are given the attention they need
- Create court events in Café
- Make reminder calls/send emails to parties regarding court
- Insure that you have located all related information in OnBase and other information-gathering resources

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### Service of Process – The Cocoon

- Successful service of process is what allows our caterpillar to become a butterfly
- We should be spending a good amount of time on locate and communication with the custodial parent on each new case to insure that the address we are giving to our process server is really the best address
- We should be using tools like LWC and Work Number for NCP residential and work addresses in addition to wage information
- Give your process server an Information Sheet that contains information obtained from other sources: names of adults NCP lives with, type/color/model of car driven, place of employment/normal work shifts
- Perfect your locate and make your process servers happy and successful!

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### The Perfect Transition

- When transferring an intake case to collections, insure that all information has been updated in LASES (health insurance, paternity/data reliability, correct SS#s, correct employer information and address)
- Court order and debt should be double-checked for accuracy
- Pass along pertinent information that may be helpful for enforcement through calos
- Verify that all documentation related to the case has been scanned to OnBase
- Educate the parties on expectations going forward
- Establish quality control checks to catch errors

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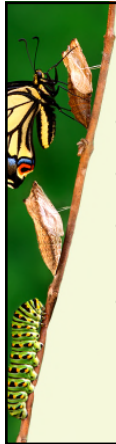
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### Teamwork

- The transition of an Intake case to Enforcement is where teamwork begins.
- We do not want to hide the ball and make things hard for the enforcement worker.
- The enforcement worker needs every document, piece of information that can assist them in enforcing the order.
- Court notes: if you obtain undocumented information during the court proceeding that can be helpful to the enforcement worker, make special e-calos alerting them to the information

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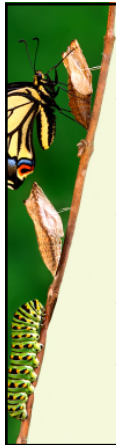
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### Enforcement

- Continue to insure that all new information (especially parties' contact information) is captured and updated in LASES
- Make detailed calos so that others have enough information to handle the case going forward
- Insure that all documents are scanned to OnBase
- Communicate with the parties

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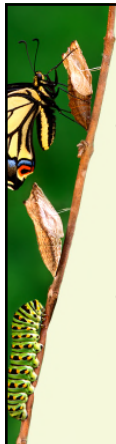
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### Quality Control Checks

- In making the perfect case, we must have quality control checks along the way to determine where errors are being made and finding out where we can improve our processes to maximize results.
- Supervisors and ADA's should insure that staff are properly trained as to all of the available technologies at our fingertips that allow us to intake, transfer and enforce cases expediently

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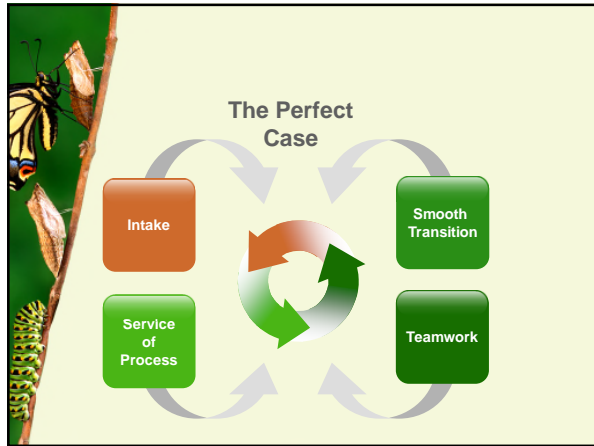
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