



Definition of Intake

The Intake process which we will be discussing today will include all actions required in a case to obtain an order of support or arrears determination whether intrastate or UIFSA. Some of these ideas and processes can also be applied to the modification/contempt/compliance process.

Top Ten List Priorities for Intake

Priority #1

Spend More Time Getting it Right at the Beginning

- Don't rush through the initial intake process
- Check LANSIS before clearing an application or creating a new case
- Insure the information that has been provided is correct
- Speak to the applicant on the phone during the initial intake process and ask good questions
- Obtain solid contact information from the applicant

Questions for the Applicant

- Confirm applicant's basic contact information and verify email address and alternate contacts
- Prior orders of support
- Current custodial arrangement
- Information regarding location/employment of the other parent and verifying how applicant knows the information is true
- Don't limit contact with the parties in UIFSA cases

Priority #2 – Exhaustive Locate

- Do not rely solely on a 204 for service/locate information for a party
- Select a staff member who is detail-oriented and patient so that the proper and complete information is developed about the parent
- Ensure the staff member has access to the proper tools for exhaustive locate and is properly trained for each tool
- Stress that sometimes the best information is only a phone call away
- Utilize a locate checklist
- Make sure staff understand why this job function is so important for the team

Why should we spend so much time on the initial intake process?

- To provide legal staff enough information to make decisions regarding jurisdictional issues
- To prevent the filing of a wrong pleading
- To ensure we have the latest child support order if parties already have an order and that family court proceedings re: support or custody are not currently in progress
- To give case managers and ADAs all of the information needed to establish an order or recognize arrears following a redirection
- To handle a case from intake to obligation established as quickly as possible

Other Considerations

- Compliance time-frames (impact on performance indicators and incentives for our state)
- Paternity Data Reliability
- Doing our work to the best of our ability
- Serving the public in the best way possible

Locate Tools

- Information obtained from the other parent or applicant
- Accrual or CJLAR
- INSE
- OnBase
- Care Member Search
- Department of Labor
- Work Number
- Viewwatch

Priority #3 – Setting Expectations

- Education can be an important part of the intake process for the parties and our offices
- Setting expectations for the process, what to expect, what is needed to handle the case properly
- Treating people as we would like to be treated
- Educating ourselves regarding the parties and their situations so we can best serve them
- Ensuring parties understand the role of our office and the court process

Priority #4 – Using Technology for Efficiency and Improved Service

- The pandemic gave us pause to examine our use of technology and for some of us DocuSign and Zoom saved the day
- Courts expanded acceptance of electronic signatures
- DocuSign can save much time in obtaining direct pay affidavits/Statements of Arrang from parties and allow for ease in updating prior to court hearings
- DocuSign is also an efficient platform for the creation and signing of UIFSA transcripts
- Zoom allowed for participation of custodial parents in UIFSA cases which improves the process

Old Technologies Made New

- INSE provides good and not so good information
- Covid unemployment benefits and reports to INSE (UI) provided current information for parents for the purposes of locate
- Food stamp applications found in OnBase especially during the pandemic and after hurricanes when benefits are expanded can provide updated locate information for both parents
- CAVE Member searches can be helpful in certain instances especially when determining if food stamps and/or other benefits are current
- Driver's license reports on INSE with expiration dates indicating recent renewals

If you can . . .

Utilize Accurant or CLEAR to verify information, obtain telephone numbers, and email addresses

Google Voice

- Google Voice can revolutionize your ability to reach parties to:
- followup regarding documents needed to complete intake
 - to ask a party to check their email for more detailed information regarding their case
 - to remind parties of a court hearing
 - to ask for updated contact information

Waivers of Service

- Avoiding the need for service of process:
- Party can sign Waiver of Service electronically through DocuSign after being provided a copy of the filed pleading
 - Allows handling of the case without formal service of process
 - Allows defaults if the party waiving service does not appear for court
 - In our experience, a large majority of parties waiving service appear for court
 - Minimizes work for sheriff's offices/process servers if service is pulled properly once a waiver is signed

Priority #5 – Finding Alternatives to Service of Process by a Sheriff or Process Server

Waivers of Service

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DEFERRED AND SERVICE BY PROCESS
CHAPTER 11
ARTICLE 11
Waiver of Service

A. A party may file a demand for judgment or demand for judgment and service thereof by an action waiver made part of the record.

B. The defendant may, in person, verify the return and service thereof by an action waiver made part of the record.

C. Service of the action shall be required to be made by the sheriff or by a person authorized by the court to make service of process.

D. If a party, in person, requests for service of judgment or demand for judgment, the defendant shall, in person, verify the return and service thereof by an action waiver made part of the record.

Amended by Act 1977, No. 242, §10; Act 1978, No. 138, §1; Act 1979, No. 138, §1; Act 1980, No. 211, §1; Act 1981, No. 138, §1; Act 1982, No. 138, §1; Act 1983, No. 138, §1; Act 1984, No. 138, §1; Act 1985, No. 138, §1; Act 1986, No. 138, §1; Act 1987, No. 138, §1; Act 1988, No. 138, §1; Act 1989, No. 138, §1; Act 1990, No. 138, §1; Act 1991, No. 138, §1; Act 1992, No. 138, §1; Act 1993, No. 138, §1; Act 1994, No. 138, §1; Act 1995, No. 138, §1; Act 1996, No. 138, §1; Act 1997, No. 138, §1; Act 1998, No. 138, §1; Act 1999, No. 138, §1; Act 2000, No. 138, §1; Act 2001, No. 138, §1; Act 2002, No. 138, §1; Act 2003, No. 138, §1; Act 2004, No. 138, §1; Act 2005, No. 138, §1; Act 2006, No. 138, §1; Act 2007, No. 138, §1; Act 2008, No. 138, §1; Act 2009, No. 138, §1; Act 2010, No. 138, §1; Act 2011, No. 138, §1; Act 2012, No. 138, §1; Act 2013, No. 138, §1; Act 2014, No. 138, §1; Act 2015, No. 138, §1; Act 2016, No. 138, §1; Act 2017, No. 138, §1; Act 2018, No. 138, §1; Act 2019, No. 138, §1; Act 2020, No. 138, §1; Act 2021, No. 138, §1; Act 2022, No. 138, §1.

Service by Mail on Parties' Attorneys

For parties represented by private attorneys, an out-of-state support matter's service for subsequent hearings can be via mail or electronic means.

Art. 111. Service by mail. *Attorney-at-law means*

A. Except as otherwise provided, the term "attorney-at-law" means a person who is admitted to practice law in this state or in another state and is authorized to practice law in this state.

B. A copy of a pleading, motion, or other document filed in this court shall be served on the attorney-at-law for the party to be served by first-class mail, postage prepaid, to the attorney's last known address, the service being complete upon mailing.

C. Delivery is not deemed to be the date of receipt, but the date of receipt of a copy of the document by the attorney.

D. The attorney's e-mail, if designated as the method of receipt, and if the attorney has provided a valid e-mail address, shall be the method of receipt, and the date of receipt shall be the date of receipt of the e-mail.

E. When service is made by mail, delivery, as domestic or international, shall be the date of receipt of the document in which service was made.

F. *Nonresiding litigant* means a litigant who is not a resident of this state and whose residence is outside this state.

Amended by Act 1977, No. 242, §10; Act 1978, No. 138, §1; Act 1979, No. 138, §1; Act 1980, No. 211, §1; Act 1981, No. 138, §1; Act 1982, No. 138, §1; Act 1983, No. 138, §1; Act 1984, No. 138, §1; Act 1985, No. 138, §1; Act 1986, No. 138, §1; Act 1987, No. 138, §1; Act 1988, No. 138, §1; Act 1989, No. 138, §1; Act 1990, No. 138, §1; Act 1991, No. 138, §1; Act 1992, No. 138, §1; Act 1993, No. 138, §1; Act 1994, No. 138, §1; Act 1995, No. 138, §1; Act 1996, No. 138, §1; Act 1997, No. 138, §1; Act 1998, No. 138, §1; Act 1999, No. 138, §1; Act 2000, No. 138, §1; Act 2001, No. 138, §1; Act 2002, No. 138, §1; Act 2003, No. 138, §1; Act 2004, No. 138, §1; Act 2005, No. 138, §1; Act 2006, No. 138, §1; Act 2007, No. 138, §1; Act 2008, No. 138, §1; Act 2009, No. 138, §1; Act 2010, No. 138, §1; Act 2011, No. 138, §1; Act 2012, No. 138, §1; Act 2013, No. 138, §1; Act 2014, No. 138, §1; Act 2015, No. 138, §1; Act 2016, No. 138, §1; Act 2017, No. 138, §1; Act 2018, No. 138, §1; Act 2019, No. 138, §1; Act 2020, No. 138, §1; Act 2021, No. 138, §1; Act 2022, No. 138, §1.

Priority #6 – Good Legal Review

- Nothing replaces great legal review
- Whether it is done by an attorney or a legal assistant
- Ensuring jurisdictional/venue rules are applied appropriately
- Interpreting child support judgments which have become a bit more complicated through the years
- Opportunity for more in-depth phone conversations with parties when needed in more complicated matters
- Determining whether a case needs to go to another state for further action

Priority #7 – Selecting the Right Person for the Job

- Team members have different gifts and skill sets
- Don't be afraid to move team members around in the process if you see they are more suited for a different type of work
- This also ensures team members have a broad base of knowledge as they learn new components of the process

Priority #8 – Prioritizing Training

- Sometimes we make assumptions about what staff members know or don't know
- Pay attention to issues as they develop to determine where training is deficient
- Make training – formal or informal – a priority when you determine a team member would benefit

Priority #9 – Court Preparation

- Take the time to fully prepare for court whether you are an attorney or a case manager
- The parties and the court are depending on us to be prepared
- Our preparation and knowledge of each case reflects the quality of services being provided by our offices
- As public servants, we owe nothing but the best of work to those we serve and to those who are stakeholders/partners

Priority #10 – Be a Great Team Member

- Listen
- Share
- Encourage
- Manage effectively and efficiently
- Treat everyone fairly