	CLERK OF THE COURT INTERNAL POLICY	
	Area: Family Support Services Document Number: POL-FSS-1002 Subject: Family Support Services General Operating Policy Page: 1 of 2	Effective Date: 1/1/90 Revision Level: D Last Revised Date: 2/23/15

PURPOSE:

It is the purpose of this policy to ensure that Family Support Services provides assistance to the public and court family and performs the functions required by statutes, the Court, and management.

POLICY:

It is the responsibility of Family Support Services to:


- Complete arrearage calculations for private (non IV-D cases) .
- Schedule and conduct Simplified Modification Appointments.
- Provide payment histories to the public and requesting county agencies.
- Sign orders modifying or terminating an Income Withholding Order based on a Stipulated Agreement of the parties or a default action.
- Receipt payments and forward to ADES payment processing vendor.
- Perform alternative service upon order of the Court.
- Review incoming correspondence and take appropriate action or route to appropriate department for response.
- Answer incoming telephone calls or transfer calls appropriately.

APPLICABILITY:

This policy applies to all Family Support Services staff.

DEFINITIONS:

None

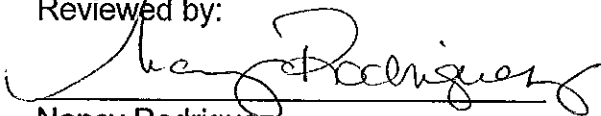
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REVISION HISTORY:

Revision Number	Issuing Authority	Summary of Changes	Approval Date
-	N/A	Document Origination	1/1/90
A	N/A	Revised	1/27/97
B	N/A	Revised	2/10/04
C	Nancy Rodriguez	Revised	2/23/15
D	Christine Kelly	Updated to Controlled Document Index	6/29/15

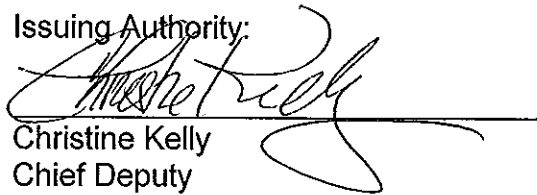
AUTHORIZED SIGNATURES:

Reviewed by:



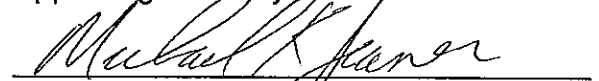
Nancy Rodriguez
Deputy Director

Issuing Authority:



Christine Kelly
Chief Deputy

Approving Authority:



Michael K. Jeanes
Clerk of the Superior Court

Date Signed: _____

7/8/15