

# CHILD SUPPORT

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## ADD A PERSON

### Add the Child's name and Identifying information

Name			
First: Laura	Middle: 	Last/Business*: Ingalls	Generation: -- Select --
File number: 2	Emancipated: <input type="radio"/> Yes <input checked="" type="radio"/> No	Status: OK - Alive	
Identifying information			
Race: W - White	Sex: F - Female	Date of birth: 3/23/2006	Age: 13 Date of death:
Ethnicity: NH - Non-Hispanic	Citizenship: -- Select --	Language: -- Select --	
Marital status: -- Select --	Religion: -- Select --		
Height (feet/inches): /	Weight: 0	Hair color: -- Select --	Eye color: -- Select --
Place of birth:			SSN/Business ID:

### Add the Relatives

- Relatives		Top	Get from another Add
Name	Type	Address	Contact number
Caroline Ingalls (Legal Custody)	Mother	Home Address: 126 Crook Avenue Henderson, TN 38340	HOME: 615-452-1313
	No financial info		
Charles Ingalls (Non-custodial Parent)	Father	Home Address: 126 Crook Avenue Henderson, TN 38340	CELL: 615-471-9652
	No financial info		
Harriet Oleson	M Aunt	Home Address: 982 Elm Street Henderson, TN 38340	CELL: 931-657-8521
	No financial info		

If the petitioner is not in the system, you must add them as a person first. Make sure you get their race, sex, dob, ethnicity.

Make sure you have current addresses on everyone.

[Read more about Adding a Person](#)

## Add a Case

To add a new case, click the **Add** link at the end of the Cases line.



- Cases [Top](#)

[Add](#)

### Case Detail

Case type:*	<input type="text" value="CS - Child Support"/>		
Access:*	<input checked="" type="radio"/> Normal <input type="radio"/> Confidential <input type="radio"/> Sealed	Expunged:*	<input type="radio"/> Yes <input checked="" type="radio"/> No
Assigned/home court:	<input type="text" value="JC1 - Juvenile Court 1"/>		
Name:	<b>Charles Ingalls</b>		
Role:*	<input type="text" value="CH - Child"/>		
Referring agency:*	<input type="text" value="CSS - Child Support Services of Tennessee"/>		
Start date:	<input type="text" value="9/27/2022"/>		

- **Case type** - Select child support.
- **Access** - Ignore. Access is always Normal unless the Judge orders the case to be confidential or sealed. Child support cases don't get expunged.
- **Assigned/home court** - This is always Juvenile Court as compared to General Sessions, Circuit, etc.
- **Role** - On the Civil side the role of the child is always Child.
- **Referring agency** - The agency filing the petition. It could also be a parent or relative, whoever is signing petition.
- **Start date** – The date you received the original petition, should be the file stamp date.

Click the **Update** button to save your work.

[Read more about Adding Cases](#)

## CASE DETAIL SCREEN

The Case Detail screen has all the information about the parties, attorneys, issues before the Court, hearings, and all the documents one would find in a clerk file.

With a new Petition, which opens a new case, simply scanning the petition will add all the necessary information to this case detail screen. Everything can be manually added by clicking the Add at the end of the appropriate section.

- Names associated with the case <a href="#">Top</a> <a href="#">Add</a>						
Name	Case	Role	Start date	End date	Warrant	Attribute
Laura Ingalls (1)	3	Child	9/27/2022 1 day			


  

- Names currently assigned to the case <a href="#">Top</a> <a href="#">Get from another</a> <a href="#">Add</a>			
Name	Role	Notice	Represents
None			

- Case status history <a href="#">Close case</a> <a href="#">Top</a> <a href="#">Add</a>	
9/27/2022 - Case Filed	

- Case number history  <a href="#">Add</a>	
None	

### Add a Case (docket) Number

To add a new case number, click the [Add](#) link at the end of the line.


- Case number history <a href="#">Top</a> <a href="#">Add</a> 	
None	

**Case Number Detail**  
Case number: Unassigned; Child Support  
Laura Ingalls (File# 1) - Child (Case# 3)

This is a new entry.

Case number:\*

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Update  Cancel  Refresh

Click the [Generate](#) button to generate the next available case number. If you are not using Quest to generate the case/docket number for you, type in the case number and click Update.

Click the [Update](#) button to save your work.



## Add an Event (hearing)


Events are all the hearings scheduled for this case.




<a href="#">- Last 20 Events</a> <a href="#">Top</a>			
Event date/time	Event type	Court	Disposition
None			

### Event Detail

 Event date/time:\*   Choice:

 Event type:\*  ▼

 Court:  ▼

Estimated length:\*

Location:

Schedule for: **Laura Ingalls**

Case(s):  **Laura Ingalls: Case 3 - Child - 78JC1-2022-CS-7 (Active; Case Filed) Case**

- **Event date/time** – Enter the date and time of the hearing.
- **Event Type** – Select the type of hearing that will be held.
- **Court** – Select the judicial officer who will hear the case.
- **Case** – Make sure the appropriate case is selected.

Click the **Update** button to save your work.

[Read more about Adding Events](#)

## Add a Document



- Documents/docket entries View CCS Top  
None

Add document

If this is a IV-D Child Support case coming from the child support office, add a document called “Scanned PETITION - IV-D Child Support”

If this is a private party case, add a document called “Scanned PETITION – Civil”

### Document Detail

Document date/time:

Template:\* List templates containing:

Send notice    Normal    Confidential    Sealed

Document for:\* **Laura Ingalls**

Case(s):  Laura Ingalls: Case 3 - Child - 78JC1-2022-CS-7 (Active; Case Filed) **Case**

- **List templates containing** – Type in a partial word to narrow the list of documents available to you to only those that contain the specific word. In this case IV-D. You could search for the word Petition but there are many petitions in the system available to you, and there are only a few IV-D documents.
  - Press the **Tab** button on your keyboard to narrow the list to only those document that match your word.
  - Click on the drop down to select the document you wish to create. In this example, Scanned PETITION – IV-D Child Support.
- **Case** – Make sure the appropriate case is selected.

Click the **Update** button to save your work and move forward.

## Scanned PETITION - IV-D Child Support

1 Select the hearing where this Petition will be heard. If it is not listed, please add it now.

2  Update  Cancel  Refresh

Sel	Date/time	Event type	Court
<input type="checkbox"/>	10/7/2022 8:30 AM	Set Child Support	Magistrate Adrienne Waters-Ogle's Courtroom
		Laura Ingalls (1; Case: 3; 78JC1-2022-CS-7)	

4 Select a link to update information

Laura Ingalls (1; Case: 3; 78JC1-2022-CS-7) [Person detail](#) [Case](#) [List events](#) [New event](#)

Every document works the same in Quest.

1. You have a question. Read the question and answer it as best you can. In this example it is asking you to select the hearing.
2. You have a row of buttons.
  - a. **Update** – Saves your response and takes you to the next question.
  - b. **Cancel** – Take you out of the document and leaves the document incomplete.
  - c. **Refresh** – Removes everything you typed or selected on the screen.
  - d. **Backwards** – Takes you backwards through the questions.
  - e. **Top** – Takes you to the very first question in the document.
  - f. **Preview** – Lets you see what your document looks like so far. You must cancel out of the preview to return to the document.
3. The selection section. In this example, the list of hearings for you to choose. Click the sel box in front of the hearing you wish to select.
4. Links so you can update information without cancelling out of the document.
  - a. Person detail takes you to the Person detail screen.
  - b. Case takes you to the Case detail screen.
  - c. List events will list all events for this case, both past and future.
  - d. New event allows you to add an event in case you haven't scheduled it yet.

Answer the questions, clicking the **UPDATE** button to save your response and move to the next question.

It will ask if this is a new case in Quest.

- If you answer yes, it will walk you through adding the parties, issue before the court (filed statutes), TESES number for Respondent.
- If you answer no, it will simply let you scan the document without adding information to the case.

## Scanning a document

You must scan the document and save it to a location on your computer. It should be saved as a .pdf document on the highest compression option.

Select the document to import:

Updates completed successfully

✓ Update ✕ Cancel 🔄 Refresh ⏪ Backwards ⏩ Top Preview

Attachment to upload (TIFF, PDF, OR JPG):\* Choose File No file chosen

Click on the **Choose File** button to find your saved scanned document. Once it is found, click on it. That will add it to this screen.

Click the **Update** button to save your work.

No More Questions

There are no more questions to process. Choose one of the buttons below.

**IMPORTANT:** If you press FINISH, the document WILL be available for filing and/or approval if applicable. You can PREVIEW the document and/or CANCEL from this screen if you aren't ready for this to happen yet.

Updates completed successfully

✕ Cancel 🔄 Refresh ⏪ Backwards ⏩ Top Preview Finish

One you get to the last question in your document, you will see this screen. Click the **Finish** button to finalize your document. Once you click Finish on a document, all the automatic updates happen.



## Incomplete Documents

If you cancel out of your document it leaves it incomplete. Click on the red document name to get into the Document Detail screen.



This takes you to the **Document Detail** screen.

### Document Detail

Document date/time: 9/27/2022 8:56:08 AM  
Template: S-PETIVD - Scanned PETITION - IV-D Child Support  
Status: Incomplete By: Trish Myers  
 Send notice  Normal  Confidential  Sealed  
Order book:  Page:   
From event:

Document names/cases	Person detail	Case	Documents	Add
Laura Ingalls (1; Case: 3; 78JC1-2022-CS-7)				

Notices  
None

Notes  
None

Added by Trish Myers on 9/27/2022 8:56:08 AM - Last updated by Trish Myers on 9/27/2022 10:18:26 AM  
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Click on the **Edit text** button to continue working on your document. Documents remain incomplete until you click the **Finish** button.

[Read more about Documents](#)

## Updating the Case

After clicking the **Finish** button, the case is updated automatically.

1	<b>- Names associated with the case</b> <a href="#">Top</a> <a href="#">Add</a>						
	Name	Case	Role	Start date	End date	Warrant	Attribute
	Laura Ingalls (1)	3	Child	9/27/2022 1 day			
	Caroline Ingalls (7)	2	Petitioner	9/27/2022 1 day			
	Charles Ingalls (8)	2	Respondent	9/27/2022 1 day			
2	<b>- Names currently assigned to the case</b> <a href="#">Top</a> <a href="#">Get from another</a> <a href="#">Add</a>						
	Name	Role	Notice	Represents			
	State of Tennessee	Petitioner	No				
	<b>- Case status history</b> <a href="#">Close case</a> <a href="#">Top</a> <a href="#">Add</a>						
9/27/2022 - Case Filed							
<b>- Case number history</b> <a href="#">Top</a> <a href="#">Add</a>							
2022CS000007							
3	<b>- Filed statutes</b> <a href="#">Top</a> <a href="#">Options</a>						
	Name	Count	Petition	Plea	Disposition		
	Charles Ingalls	1 - IV-D Child Support (TCA 36-5-801), a Civil; Filed 9/27/2022			Open		
4	<b>- Requirements</b> <a href="#">Top</a> <a href="#">Options</a>						
	Name	Assigned	Requirement	Start	Status		
	None						
4	<b>- Last 20 Events</b> <a href="#">Top</a> <a href="#">Add</a>						
	Event date/time	Event type	Court	Disposition			
	10/7/2022 8:30 AM	Set Child Support	Magistrate				
5	<b>- Case notes</b> <a href="#">Top</a> <a href="#">Add</a>						
	None						
5	<b>- Documents/docket entries</b> <a href="#">View CCS</a> <a href="#">Top</a> <a href="#">Add docket entry</a> <a href="#">Add document</a>						
	(View)  9/27/2022 2:07:18 PM - IV-D Support Petition						

1. **Names associated with the case** – lists all the private parties.
2. **Names currently assigned to the case** – Lists all the professional people assigned to the case such as attorney, agency petitioners, guardian ad litem, etc.
3. **Filed Statutes** – This is the issue before the court. In child support cases the filed statute is listed on the Respondent’s name rather than the child’s name. If this is a IV-D case, this filed statute is what causes the case to be put on the monthly reimbursement invoice.
4. **Last 20 Events** – This is your next hearing.
5. **Documents** – This is starting the list of all the documents created in this case.

## Assessing Filing Fees

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Counties handle assessing filing fees differently in child support cases.

If it is a private party petition, most counties will assess the filing fee at the time of filing. When you add a document called “**Scanned PETITION – Civil**” it will ask if you wish to assess the filing fee.

It will ask you to select the person being assessed the fee, then select the appropriate fees:

This will automatically add the Financial Requirement for you.

### Sel

- \*\*\*\*\* FILING FEE \*\*\*\*\*
- Civil Petition \$102
- Modification/Contempt Petition \$77
- \*\*\*\*\* SERVICE \*\*\*\*\*
- Sheriff Service: \$42.00
- Sheriff Service: \$42.00 x 2
- Sheriff Service: \$42.00 x 3
- Secretary of State Service
- \*\*\*\*\* OUT OF COUNTY SERVICE \*\*\*\*\*
- Bedford
- Benton

- Requirements Top				
Name	Assigned	Requirement	Start	Status
Caroline Ingalls	9/27/2022	Court Costs	9/27/2022 1 day	(Balance: \$144.00)

If it is a IV-D child support case with the State filing on behalf of the custodian, some counties will assess the filing fees to the Respondent up front. When the Reimbursement check from the state arrives, payments are applied to each case.

If it is a IV-D child support case, some counties never assess a filing fee. Instead, when the reimbursement check from the state arrives, they take one payment.

Your Quest Administrator will help you set up the best procedure for your county.

## Return of Service

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When the Summons is returned, you can scan it and Add a document called “Scanned Summons/Subpoena Return of Service”

This document will ask if the Summons/Subpoena was served or not. This document will appear on the court docket so everyone knows if you have service. This document can be automatically emailed to someone at the State so they know if there is good service or not.

## Entering Disposition

Following the hearing, if the Petition was ruled on, either granted, denied, or dismissed, you can update the case.

If you have a court order from this hearing, you can scan it then add a document called either “Scanned ORDER - IV-D Child Support” or “Scanned ORDER – Civil.”

The document will ask you if you need to update the case. If you say yes, it will walk you through questions, so Quest gets updated correctly.

These orders can be customized to help you update your case with whatever information you wish to add.

Case Status and Filed Statute Disposition should be updated. If you take child support payments, a Requirement can be set up right away.

Some counties use Held Open for Review when the Petition is ruled on. Some counties are more specific with Support Established.

**- Case status history** [Close case](#)

10/8/2021 - Held Open for Review

8/17/2021 - Case Filed

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**- Filed statutes** [Top](#) [Options](#)

Name	Count	Petition	Plea	Disposition
Ar [redacted] as	1 - IV-D Child Support (TCA 36-5-801), a Civil; Filed 8/17/2021	21-001585		Granted
Ar [redacted] as	2 - Contempt of Court (TCA 37-1-158 & 29-9-103), a Misdemeanor; Filed 7/11/2022	22-001373		Open

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**- Requirements** [Top](#) [Options](#)

Name	Assigned	Requirement	Start	Status	Status date
Ar [redacted] as	8/17/2021	Child Support Due to DHS	8/17/2021 413 days		

## Collecting Child Support Payments

If your county accepts child support payments, you will need to add a child support requirement to the person who must pay child support.

Child support can be paid to DHS (Department of Human Services) or directly to the CP (custodial parent). There are two different requirement types, so the money is directed to the correct location.

### Add a Requirement

Click on the **Options** link at the end of the Requirements line.



- Requirements Top						Options
Name	Assigned	Requirement	Start	Status	Status date	
Josh [redacted] riffin	6/10/2021	Child Support Due to CP	6/10/2021 481 days			

Since there are multiple parties on Child Support cases, you will need to click on the name of the person who is ordered to pay child support so you can add this requirement under their name.

This brings you to the Requirement Detail screen.

### Requirement Detail

y.

Requirement type: \*

Requirement code: \*

Provider:

Assigned date:  Start date:

Scheduled end date:  New end date:

Status:  Status date:

Cases: \*  Kyla [redacted] riffin: Case 1 - Child - 39404-94JC1-2021-CS-39 (Active; Case Filed) **Case**  
 Kass [redacted] art: Case 1 - Petitioner - 39404-94JC1-2021-CS-39 (Active; Case Filed) **Case**  
 Josh [redacted] riffin: Case 1 - Respondent - 39404-94JC1-2021-CS-39 (Active; Case Filed) **Case**

Default payee:

Notes: -

- **Requirement Type** – Select Sanction / Financials
- **Requirement Code** – Select either Child Support Due to CP or Due to DHS, whichever is correct.
- **Assigned date** – Today's date is fine.

Click the **Update** button to save your work.

## Add the Default Payee

Now that you have a requirement, you can add the Default payee. The Default payee is the person who will receive the child support payments.

Requirement type: Sanction / Financials  
 Requirement code: Child Support Due to CP  
 Provider: -- Select --  
 Assigned date: 6/10/2021 Start date: |  
 Scheduled end date: New end da  
 Status: -- Select --  
 Default payee: Kass [redacted]art   
 Notes: -

Click the **Update** button to save your work.

## Add a Requirement Transaction

When the person comes in to make a child support payment you must assess the fee and take a payment. You can do this is one entry.

Click on the **Options** link at the end of the Requirement transactions line.

- Requirement transactions					Options
Date	Type	Number	Memo	Amount	
None					

### Transaction Detail

Choose the **Add a transaction** link.

- **Date** – Add current date/time
- **Type** – Select Assess & Pay Child Support
- **Amount** – Enter the amount of the payment
- **Payment method** – Select appropriate method
- **Payor/payee** – click on the Lookup button to select the person paying

Date: 10/3/2022 6:45:42 am  
 Type\*: AP - Assess & Pay Child Support  
 Amount\*: 150.00  
 Payment method: CASH - Cash  
 Payor/payee: Josh [redacted]fin  
 Address: 5256 [redacted] Drive  
 Meric [redacted] 301  
  
 Transaction number:  
 Memo:  
 Reference number:

Click the **Update** button to save your work.

## Add TECES Number as Other ID

Go to the Person Detail screen of the person who must make child support payments.  
Click the Add link at the end of the Other Identifiers line



- Other identifiers [Top](#) [Add](#)

Identifier type:\*  ▼  
 Case:  ▼  
 Identifier:\*

- **Identifier type** – Select TCSES#
- **Case** – Select the case where this number applies
- **Identifier** – Type the TCSES number

Click the **Update** button to save your work.

This number will print on the check information page.

### Check Disbursement Pinnacle Financial Partners

Date: 9/30/2022 10:59:59 AM  
 Name: Department of Human Services  
 Address: Child Support Receipting Unit  
 PO Box 305200  
 Nashville, TN 37229  
 Memo:

Type: Check on multiple requirements  
 Amount: \$820.00  
 Check #: 81621  
 Ref#:

Case	Amount	Payee	Other ID	Assigned
De...ont Davis (58212; Case: 2; 29276-517... Ch...: DHS	\$250.00	Kath...son	001450736 D#67280	
De...ont Davis (58212; Case: 1; 23880-517... Ch...: DHS	\$250.00	Ten...a Harrison	001087804 D#46321	
De...ont Davis (58212; Case: 3; 21869-94...CS-3) Ch...: DHS	\$60.00	Josh...McKissack	000961057 D#42050	
Tr...h (52482; Case: 1; 27601-52482-1) Ch...: DHS	\$200.00	Shat...a Hunt	1338020 D#60190	
Bill...ker (53590; Case: 1; 31314-53590-1) Child Support DHS	\$50.00	Jess...sey	1503159 D#79785	