

WICSEC 2015

FORT WORTH
CITY OF COWBOYS AND CULTURE

Shaping the Future for Children

Successes, Innovations and Trends in Child Support Program Technology

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wicsec
western interstate CHILD SUPPORT enforcement council
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Mobile Access

Innovation

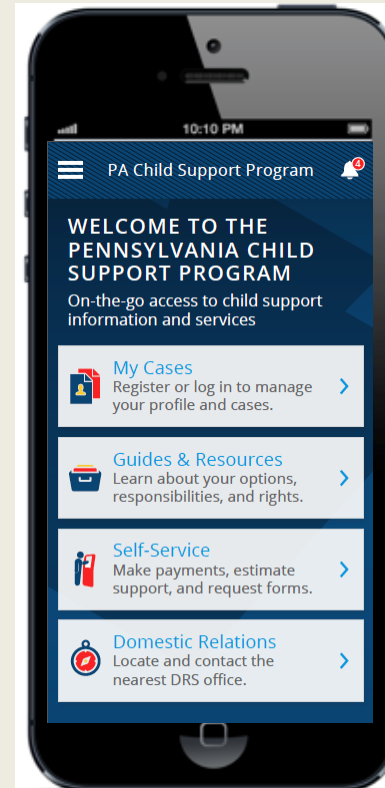
Provide access to child support websites using an m(dot) solution

- ✓ Provide the ability for clients to better access and interact with child support websites from a mobile device by using an m(dot) solution that seeks to:
 - Maximize real estate
 - Leverage mobile interaction patterns
 - Utilize mobile services to enrich the user experience
- ✓ Utilize Google Analytics capabilities (i.e., event tracking) to monitor trends/usage across the mobile solution

Expanded child support website functionality

- ✓ Provide ease of access to and visibility of a subset of existing child support website functionality
- ✓ Expand customer self-service and electronic outreach capabilities
- ✓ Lead to higher value interaction to enhance the customer experience

Success



Homepage

Users have homepage access to all-things related to PA Child Support

Mobile Access

Mobile Access

What is Mobile Access?

- Expanded child support website functionality to mobile devices

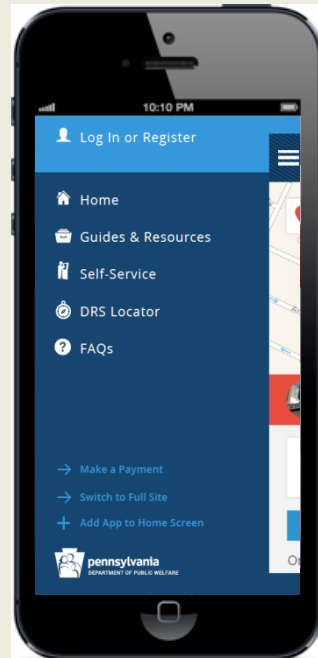
Why was Mobile Access introduced?

- Adoption and use of mobile Internet devices is rapidly increasing

Features of Mobile Access:

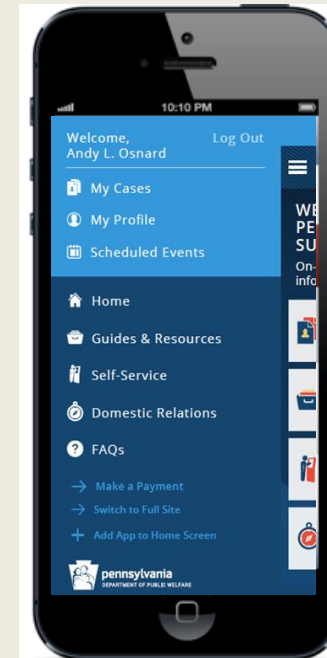
- Simplified process for users to easily make payments from mobile devices
- Expanded methods of communicating with clients
- Ability to monitor usage and trends across all access points
- Ability to encourage usage of self-service and other child support website functionality

Public Navigation



A navigation bar slides out and provides a list of several options pertinent to the general public

Logged-In Navigation



A customized navigation bar is displayed for logged-in users

Self-Service Portal

Innovation

Implement self-service portal for members to access case information

- ✓ Portal users provide their latest information and updates
- ✓ General users access Child Support information
- ✓ Employers are able to register and log into the Self Service Portal to provide updates, keeping their information current and reliable
- ✓ Attorneys are able to update information and manage cases on behalf of their clients

Increased case worker effectiveness and provide case information to members

- ✓ Reduced over **3,750** hours of client time per month by implementing Self-Service demographic update capabilities
- ✓ Decreased the time it takes for over **15,000** registered employers to manage their details and employee lists by over **20** hours per month

Success

The top screenshot shows the 'View Scheduled Events' page for John Doe. It indicates one upcoming event and provides a link to the 'Domestic Relations Section' for further information.

The bottom screenshot shows the 'View Payment Information' page for Jessica. It displays a table of the 5 most recent payments made to her, including the issue date, payment method, check number, amount, and status.

No.	Issue Date	Payment Method	Check Number	Amount	Status
1	05/22/2009	PA.EPPICard		\$126.58	Deposited
2	05/08/2009	PA.EPPICard		\$126.58	Deposited
3	04/24/2009	PA.EPPICard		\$126.58	Deposited
4	04/10/2009	PA.EPPICard		\$126.58	Deposited
5	03/27/2009	PA.EPPICard		\$126.58	Deposited

Only payments made to Payee, Jessica are displayed. Any payments sent to any party other than Payee, Jessica will not be displayed.

Self-Service Portal

Self-Service Portal

What is Self-Service Portal?

- Self-service web portal solution that provides custodial and non-custodial parents as well as employers and attorneys access to case information and the ability to update demographic information

Why was Self-Service Portal introduced?

- Lack of a single portal for all parties to access case information

Features of Self-Service Portal:

- Access to case information
- Case intake
- Electronic filing

The screenshot shows the 'Update Profile' page for an Employer. It includes sections for Basic Information (Employer ID, Name, FEIN, E-mail), Primary Address (Contact Name, Address, City, State, Zip, Phone, Fax), and Preferences (Health Insurance Provisions, NMSNs, Coupon delivery, Monthly Report). The page has a yellow header with navigation links like 'Employer Home', 'My Account', and 'My Employees'. A blue footer contains site navigation links.

The screenshot shows the 'Child Support Estimator - Entry Form' for the PA Child Support Program. It includes fields for County of Residence, Number of Children, Gross Income, Tax Filing Status, and Number of Dependents. It also has sections for Noncustodial Parent and Custodial Party information. The page has a blue header with navigation links and a blue footer with site navigation links.

Screen shot
sample from PA
Self-Service Portal

Dashboards

Innovation

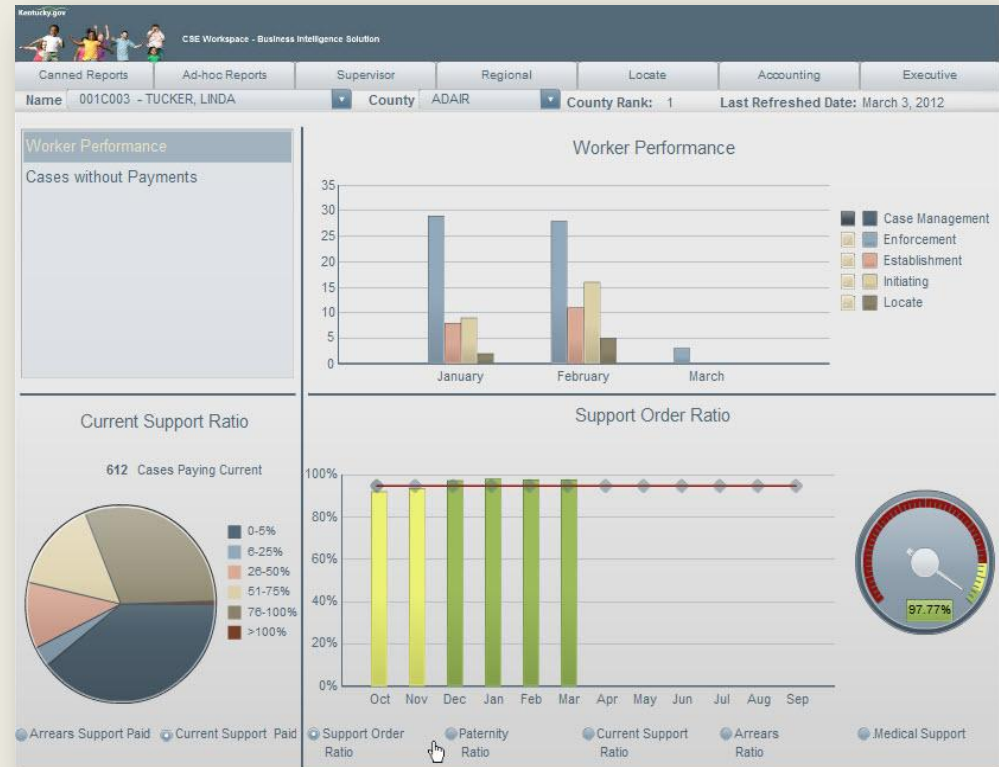
Data Dashboard

- ✓ Leads to efficiency
- ✓ Leads to intuitive and effective decision-making
- ✓ Provides comparable data for analysis
- ✓ Provides an easy to view format
- ✓ Data located in one place

Success

Increased "Ownership" of Caseloads

- ✓ Personalized access to expected performance
- ✓ Immediate access to current case activity data
- ✓ Increased efficiency
- ✓ More effective decision-making



Dashboards

Dashboards

What are Dashboards?

- Combination of point in time and historical metrics
- Presents comparative data in a single view
- Collective and individual metrics are captured for analysis

Why were Dashboards introduced?

- Disparate data sources
- Inefficiencies created due to searching for data
- Inability to view multiple data sources in a comparable format

Features of Dashboards:

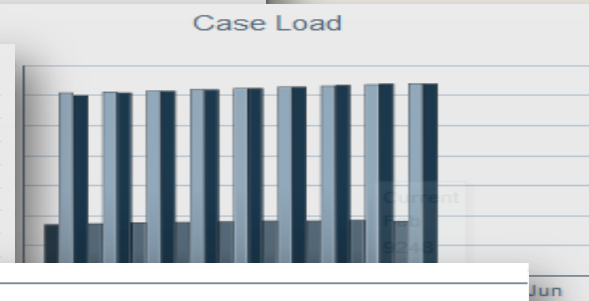
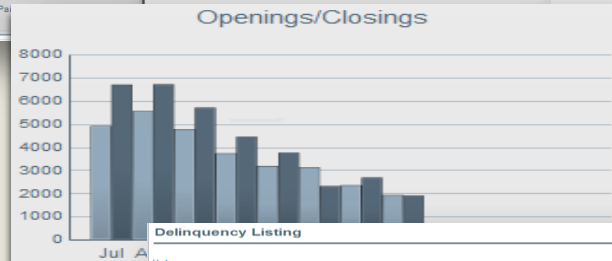
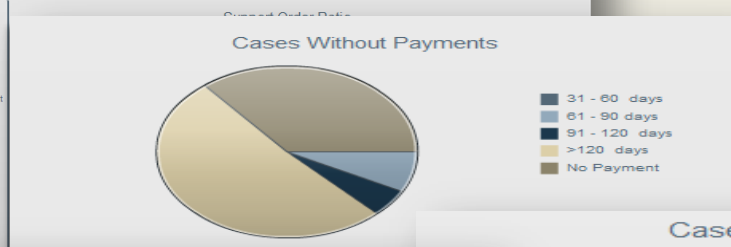
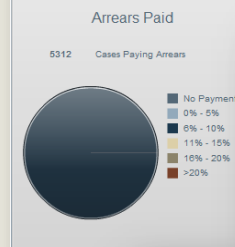
- Customizable formats
- Comparison information presented in a single view
- Drill down feature for details, activities and performance
- Filters to portray specific fields of data

Kentucky.gov CSE Workspace - Business Intelligence Solution

Region: 0 County: 0 Last Refreshed: November 30, 2010

Managed Staff Performance

Supervisor	Caseworker	Support order	Paternity	Medical Support	Arrears	Current Support
00000000 - 00000000000000000000	00000000 - 00000000000000000000					8.95%
00000000 - 00000000000000000000	004C001 - WORKER, VACANT					0.00%
00000000 - 00000000000000000000	015C003 - THOMPSON, WALTER	100.00%		11.11%	50.00%	0.00%
00000000 - 00000000000000000000	015C004 - WORKER, VACANT	100.00%		8.33%	85.22%	0.00%
00000000 - 00000000000000000000	015C007 - MITCHELL, PHILLIP	98.88%		14.29%	56.67%	0.00%
00000000 - 00000000000000000000	015C008 - ENGLE, CONNIE	100.00%		20.00%	55.56%	0.00%
00000000 - 00000000000000000000	026C005 - HUBBARD, SHELIA	100.00%		3.51%	44.87%	0.00%
00000000 - 00000000000000000000	026C008 - WORKER, VACANT	100.00%		0.00%	80.00%	0.00%
00000000 - 00000000000000000000	027C003 - CRABTREE, JENNIFER	100.00%		6.67%	66.67%	0.00%



Delinquency Listing

Worker ID	IVD#	Amount Owed to Family	Amount Owed to State	Amount Owed to Other State	Last Payment Date	Good Cause	Probability of Payment
00000000 - 00000000000000000000	3110591	\$0.00	\$2,391.00	\$0.00	01/17/2012	N	10
001C002 - HARMON, SHARON	784123	\$4,760.00	\$3,370.00	\$0.00	02/04/2011	N	56
001C002 - HARMON, SHARON	720933	\$0.00	\$592.74	\$0.00	01/25/2012	N	19
001C002 - HARMON, SHARON	738486	\$510.05	\$11,533.00	\$0.00	01/25/2012	N	53
001C002 - HARMON, SHARON	1436937	\$195.00	\$0.00	\$0.00	01/25/2012	N	62
001C002 - HARMON, SHARON	1578970	\$3,057.88	\$0.00	\$0.00	12/27/2011	N	8
001C002 - HARMON, SHARON	1732049	\$730.00	\$0.00	\$0.00	01/25/2012	N	47
001C002 - HARMON, SHARON	1752133	\$0.00	\$4,243.34	\$0.00	08/02/2010	N	13
001C002 - HARMON, SHARON	2395544	\$100.00	\$2,082.74	\$0.00	01/30/2012	N	11
001C002 - HARMON, SHARON	2486137	\$350.00	\$0.00	\$0.00	01/19/2012	N	43
001C002 - HARMON, SHARON	2610111	\$0.00	\$2,740.16	\$0.00	01/23/2012	N	79
001C002 - HARMON, SHARON	2711848	\$60.00	\$0.00	\$0.00	01/30/2012	N	71
001C002 - HARMON, SHARON	2722845	\$2,420.00	\$0.00	\$0.00	12/02/2011	N	4
001C002 - HARMON, SHARON	2963030	\$0.00	\$6,580.16	\$0.00	01/30/2012	N	46
001C002 - HARMON, SHARON	2987822	\$1,635.69	\$0.00	\$0.00	11/03/2011	N	11
001C002 - HARMON, SHARON	3179492	\$0.00	\$2,915.00	\$0.00	12/04/2010	N	2
001C002 - HARMON, SHARON	3202931	\$600.00	\$0.00	\$0.00	12/22/2011	N	11
001C002 - HARMON, SHARON	3255348	\$0.00	\$2,592.58	\$0.00	10/31/2008	N	6
001C002 - HARMON, SHARON	3463254	\$0.00	\$0.00	\$0.00	01/05/2012	N	04

Reports

Innovation

Federal and Operational Reports

- ✓ Helps executives ensure key performance indicators are met
- ✓ Improves compliance with Federal performance requirements
- ✓ Allows case workers to analyze data specific to case load

Success

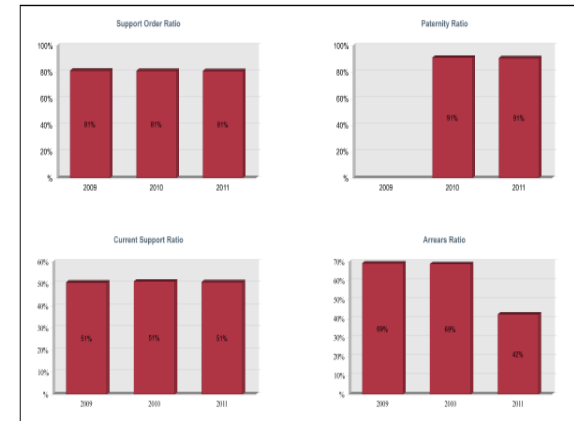
Actionable Information Presented

- ✓ Improved Federal metrics
- ✓ Increased data analysis at case worker level
- ✓ Information more quickly acted upon

157 Landing Page Report

Help

Sections	Lines	Values
Section A : Case Inventory	Line 1	300,710
	Line 2	243,222
	Line 3	21
Section B : Paternity	Line 4	308,872
	Line 5	198,634
	Line 6	183,015
	Line 7	252,070
Section C : Services Required	Line 12	57,486
	Line 13	28,997
Section D : Services Provided	Line 14	461
	Line 15	2,650
	Line 16	8,377
	Line 18	124,886
	Line 19	1,336
	Line 20	875
Section E : Medical Support	Line 21	137,895
	Line 22	135,436
	Line 23	32,142
	Line 24	\$142,467,954.14
Section F : Collections Due and Distributed	Line 25	\$72,406,371.32
	Line 26	\$4,020,840,864.10
	Line 27	\$10,516,743.22
	Line 28	166,261
	Line 29	52,445
	Line 30	40,ATA,TYPE
Section G : Staff Hours	Line 31	40,ATA,TYPE
	Line 32	40,ATA,TYPE
	Line 33	191,208
	Line 34	26,373
Section H : Medicaid	Line 35	40,648
	Line 36	\$141,526.83
	Line 37	2,165
Section I : Non-Cooperation and Good Cause	Line 38	35
	Line 39	
Section A : Case Inventory		



Reports

Reports

What are Reports?

- Presents tangible information
- Presents the power of data in a readable, actionable format

Why were Reports introduced?

- To improve key performance indicators
- To ensure compliance with Federal performance requirements

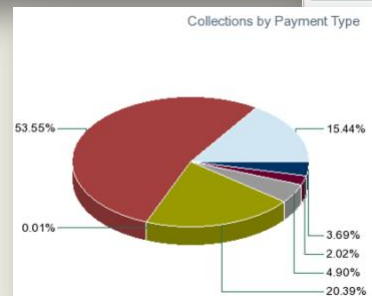
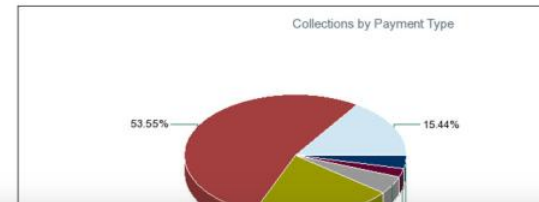
Features of Reports:

- Ability to tailor and analyze data
- Ability to produce customized reports
- Allows case workers to shift focus from entire caseload to specific cases needing immediate action

34A Landing Page Report

Help

Part	Section	Lines	Values
Part 1: Quarterly Report of Collections	Section A: Available Collections	Line 1	\$6,378,324.82
		Line 2	\$85,638,525.38
		Line 3	\$0.00
		Line 4	\$9,483,137.41
		Line 5	\$0.00
		Line 6	\$82,533,712.79
	Section B: Distributed / Undistributed Collections	Line 8	
		Line 9	
	Section C: Federal Share / Fees	Line 10	
		Line 11	



Delinquency Listing

Worker ID	IVIM	NCP Last Name	NCP First Name	NCP SSN	NCP BPO	Case Type Desc	Process Status	Interstate
001C002 - HARMON, SHARON	616598	MURRELL	WAYNE	404923689	616594	KTAP-FC annuities only	DELQ	K
001C002 - HARMON, SHARON	4369973	YOUNG	BRANDY	402110826	617901	KTAP-FC annuities only	DELQ	K
001C002 - HARMON, SHARON	4528142	BROWN	DEREK	406378511	4528139	Medical assistance only	DELQ	K
001C002 - HARMON, SHARON	4533688	BURNS	NATHAN	402771294	2409837	Medical assistance only	DELQ	R
001C002 - HARMON, SHARON	4687394	GREER	BRANDON	401399399	4408011	Medical assistance only	DELQ	K
001C002 - HARMON, SHARON	4735942	LAWSON	ALEXANDER	294929246	4533498	Medical assistance only	DELQ	I
001C002 - HARMON, SHARON	4736533	BENHAM	JAMES	407358032	660096	KTAP-FC annuities only	DELQ	K
001C002 - HARMON, SHARON	4973177	MILLER	JAMES	401889303	1474235	KTAP	DELQ	K
001C002 - HARMON, SHARON	4995268	HULL	BRANDEN	406310063	1403311	KTAP	DELQ	K
001C002 - HARMON, SHARON	5008220	PASSMORE	MICHAEL	404135283	611849	KTAP	DELQ	K
001C003 - TUCKER, LINDA	629919	POWELL	TERRY	401806891	629914	KTAP-FC annuities only	DELQ	K
001C003 - TUCKER, LINDA	2723492	ALVARADO OVALLE	JENNIFER	403138678	1505049	KTAP-FC annuities only	DELQ	K
001C003 - TUCKER, LINDA	4173341	FFENKAMP JR	KRISTOPHER	404958297	4173341	Medical assistance only	DELQ	K

Text Messages

Innovation

Implement Text Messaging System

- ✓ Will support multiple message types including text projects
- ✓ Will allow state to communicate directly with child support Custodial/Non-custodial Parents
 - ✓ Member-designated mobile device

Success

Improves Customer Service and Customer Outreach

- ✓ Supplements existing automated e-mail notifications
- ✓ Allows the IVR Outbound calling program to be eliminated
- ✓ 97% of case members have mobile numbers
- ✓ Approximately 10,000 messages per day



Text Messages

Text Messages

What is the Text Messaging program?

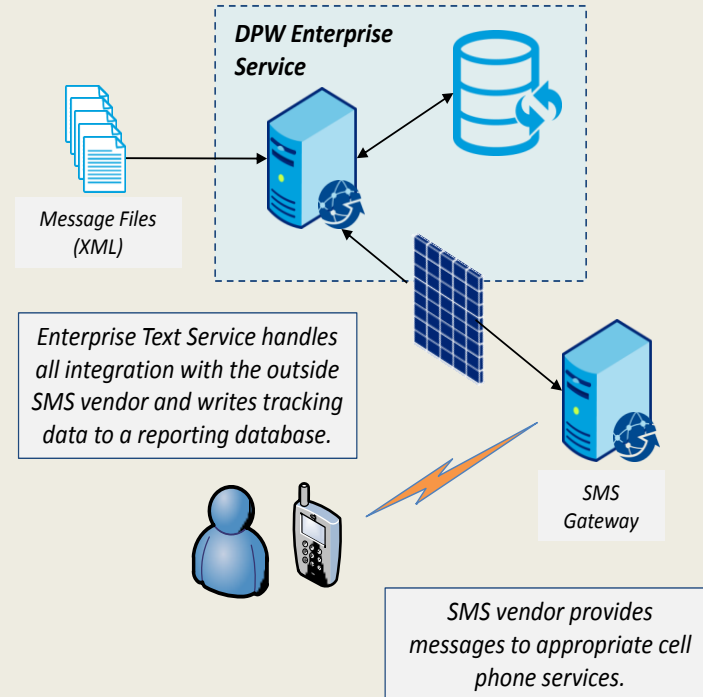
- Allows members to opt-in
- Members text via a member-designated device

Why was Text Messaging introduced?

- Replaces outbound IVR calls
- Private, easy to retrieve, and persistent

Features of Text Messaging:

- Supports multiple message types
- Improves customer service and customer outreach
- Supplements automated E-mail notifications
- Allows outbound IVR program to be eliminated



Performance Improvement Module (PIM)

Innovation

Develop the Performance Improvement Module

- ✓ Customizable dashboard that prioritizes cases to be pushed
- ✓ Consolidation of key case information for quick reference
- ✓ Viewable performance statistics at the appropriate level
- ✓ Suggested actions and predictions tailored to each case
- ✓ Management of cases on a daily basis

Success

Increased Performance Metrics

- ✓ Improved collection of arrears
- ✓ Reduced build up of arrears
- ✓ Earlier identification of problem cases
- ✓ Supervisors view case worker and team performance
- ✓ Increased outreach and intervention

Current Challenges for Case Management



Performance Improvement Module (PIM)

Performance Improvement Module (PIM)

What is PIM?

- Provides customizable dashboard
- Consolidates key case information
- Provides view of performance statistics
- Likelihood to pay predictions
- View daily case worker production

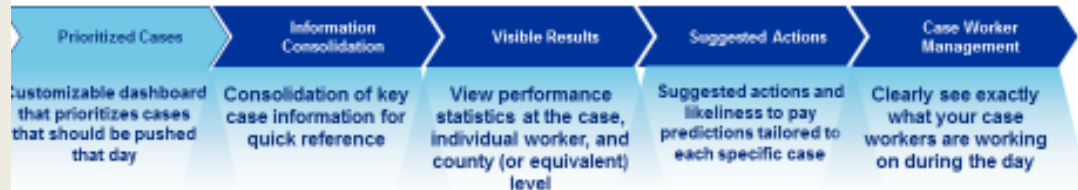
Why was PIM introduced?

- Reduce information overload
- Produce visible results
- Identify next appropriate actions
- Ensure the right cases are being worked

Features of PIM:

- Identification of actions needed
- Early identification of problem cases
- Performance-based case management
- Targets reduced build-up of arrears
- Targets groups of cases for outreach and intervention

PIM is a Targeted Case Management Tool



PACSES^{PWM} Dashboard
Welcome Kayla Wells - TIOGA County

Home | Search | Help | Logout

AA MT 12/10/2021 01:01 PM

Worker Dashboard | Auto CCM Review List | Projects | Case Load Summary

Case Filters | Scheduling Requests | Statistics

Currently Selected Cases (0% Cases - Schedule Offset: 0 days)

Defendant Name	Plaintiff Name	Case ID	Last Action	Assigned To	Current %	Arrears FY	
Schaefer, Cynthia J (1)	Schaefer, Kaseel	0251180205	05/03/2019 - Credit Bureau Reporting	Location Supervisor	0%	Ho	☐
Valentine, Thomas A (1)	Valentine, Pindy	0211180206	09/03/2012 - Case Closure	Melody Berman	0%	Ho	☐
Fox, Frankie (1)	Fox, Frankie	0621180170	12/03/2021 - Credit Bureau Reporting	Jessalyn L Miller	0%	Ho	☐
Pierce, George J (1)	Whe, Cindy L	0411180204	12/10/2021 - FTBOP/Federal Tax Refund Offset	Location Supervisor	0%	Ho	☐
Exiles, Stephen (1)	Exiles, Susan	0801180200	12/10/2021 - FTBOP/Federal Tax Refund Offset	Location Supervisor	0%	Ho	☐
Sawto, Linda (1)	Schaefer, Viola R	0201180209	12/10/2021 - FTBOP/Federal Tax Refund Offset	Melody Berman	0%	Ho	☐
Defendant, Melody (1)	Plaintiff, Melody	1811180202	12/10/2021 - FTBOP/Federal Tax Refund Offset	Melody Berman	0%	Ho	☐
Accommodation, Defendant (1)	Modification, Plaintiff	0211180201	12/10/2021 - FTBOP/Federal Tax Refund Offset		0%	Ho	☐
Whe, Linda R (1)	Whe, Cindy L	0411180204	12/10/2021 - FTBOP/Federal Tax Refund Offset	Location Supervisor	0%	Ho	☐
Taylor, Bruce J (1)	Brown, Cynthia A	0621180204	12/10/2021 - FTBOP/Federal Tax Refund Offset	Location Supervisor	0%	Ho	☐

Viewing 1 - 10 out of 20 Results

Help | Logout | Back to Dashboard

and | Filter | Print | PACSES^{PWM}