



GREEN or RED CHILE?!

Making Smart Decisions based on **DATA**



San Diego Department of Child Support Services Topics

- **Data-driven approaches for Child Support outreach and communications**
- Data policy lessons
- History and insights



Digital Acceleration/Transformation

What is it?

The drive of services to online platforms

1. Here to stay
2. No longer optional
3. More resources available now than ever



Digital Transformation – Strategy and Implementation

"Let the data be your guide"

- Journey
 - Roadmap
 - "W" Questions
 - **What** data do we have now?
 - **Who** are our customers?
 - **Why** do we measure this specific thing?
 - Leave room for agility
 - Accept progress over perfection



Digital Transformation – Strategy and Implementation

- Test
 - Have plans to test and test thoroughly
- Execute
 - Plan your launches well
- Repeat/Scale
- **Research**



Four Pillars of Digital Presence & Growth

DATA

Strong strategy; be clear, govern according to it

PEOPLE

Structure, develop, mentor the teams for success

TECHNOLOGY

Be savvy on multiple platforms and continue to learn

CREATIVITY

Delight and surprise the customer; set yourself apart



Data vs. Information

“**Data** is everywhere but turning it into **information** isn’t free.

It takes focus, effort, consultation, and time.

More information is only useful if it helps you **make a decision**.

If you can’t do anything with the data, it’s never going to be information.”

- Seth Godin



Customer Interactions

- Zoom
 - Microsoft Teams
 - Live Chat
 - Texting
 - Twitter
 - DocuSign
 - PeachJar
 - Website Redesign
 - Facebook
 - GovDelivery
- Shift the way we engage with customers
 - See, Solve, Simplify
 - “Customer Centered” approach vs “Life Centered”



Zoom Implementation

- Started in December 2020 as a response to COVID-19
- Quickly adapt to Zoom usage
 - Departmental collaboration & training
 - Customer priorities change & reshape when facing external forces
 - How can our department to meet these needs?



Zoom-Customer Experience

- Zoom
 - Monitored during business hours by reception staff
 - Review and check into Lobby Central
- Zoom-In
 - Similar to an office walk-in
 - Zoom app/ account not needed
- Zoom Appointments
 - Schedule a virtual meeting with assigned Case Manager
- Services Available via Zoom
 - Same as in-office

"I'm going to ask you to turn on your cameras and microphones"





Zoom-Lessons Learned

- Decline in the use of Zoom
 - Created a Zoom workgroup
 - Data used to identify the reasons for decline
- Increased promotion of Zoom is vital
- Increased Zoom Availability
 - Added Zoom availability to our Super Saturday events





Microsoft Teams-Virtual Court Hearing

Implementation

- June 2020
- Virtual interviews to-date: 3,654 Virtual Interviews

Pre-Court Hearing

- **Notice to Parties to participate in Meet and Confer**
 - One week prior to court date

Day of Hearing

- Parties appear in person or virtually
- Virtual Court Appearance
 - Access courtroom via a link
- Case to be heard during a specific window of time



Lessons Learned

- More outreach material to
 - Bilingual parties
 - Technologically challenged parties



DocuSign

- Electronic signature for legal and CS documents
- Legal team primary users then expanded to Operations for Stipulations and other case management forms
- Completed signings through this process are efficient, quick and secure
 - Limited to participants with email
 - Per document charge



Social Media Past, Present and Future

- 2018
 - San Diego granted a Digital Marketing Grant
 - 3 “interventions”
 - Facebook
 - Peachjar
 - Public-facing Website Redesign



Lessons learned & Application

INTERVENTION SPECIFIC

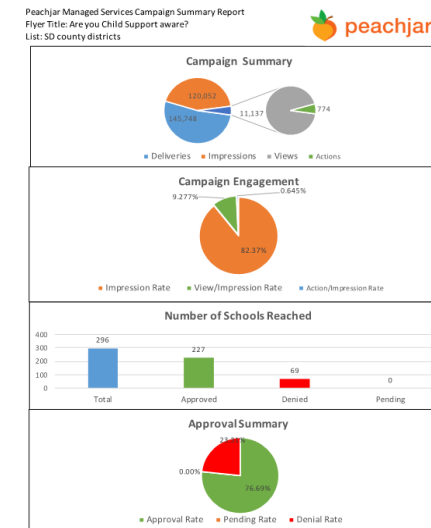
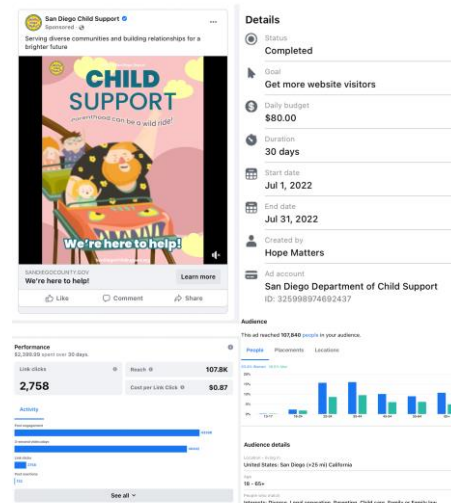
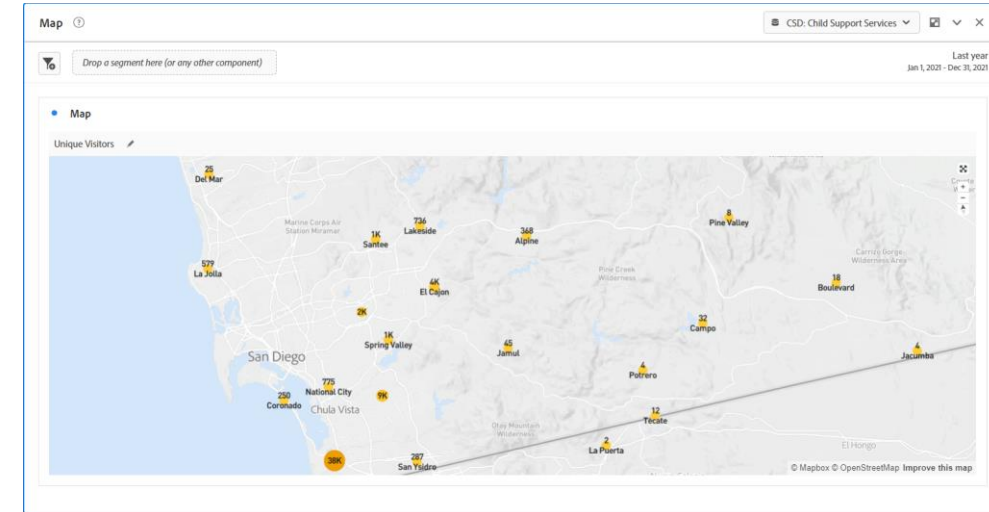
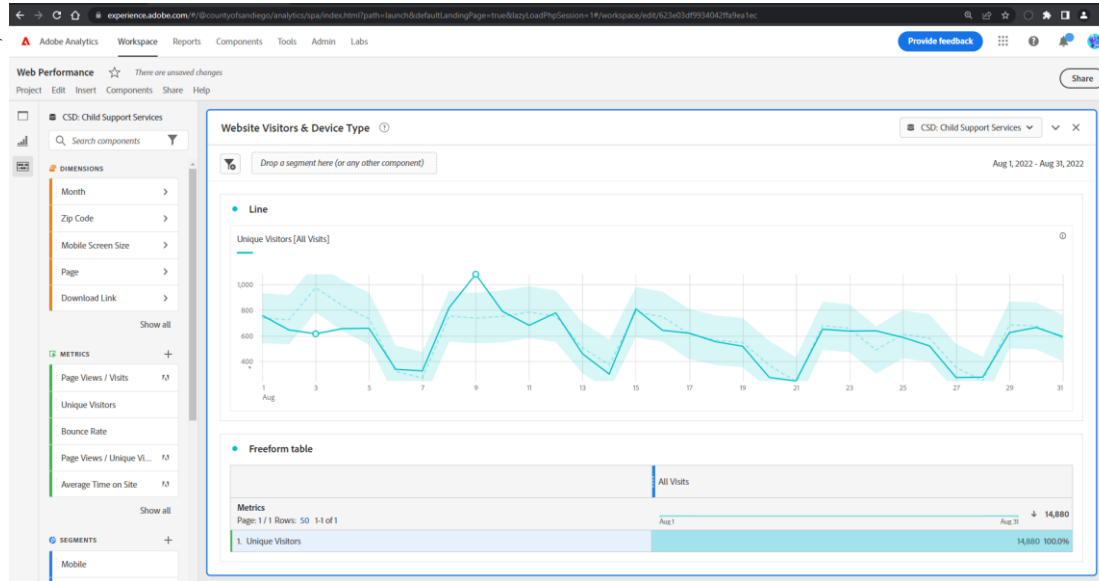
- Demographics
 - Age
 - Location
 - Gender
 - Interests
- Reach
 - How many can reach?
 - Cost per click?
- How to use certain tools
 - Facebook analytics
 - Peachjar data

OVERALL LESSONS

- Organizing and comparing data from multiple sources
- Cause and effect/testing
 - **Analytic lens of observation**
 - Set up testing
- Customer communication
 - Best practices



Current Activities and Tools



The following cheat sheet provides definitions of the metrics:

Deliveries - number of emails delivered to a valid inbox.

Impressions - number of emails opened and instances the flyer was presented on web flyboards.

Views - number of instances the full flyer webpage was viewed from emails and web flyboards.

Actions - number of actions taken from emails and web flyboards i.e., Sign Up, Share, Add To Calendar, etc.





Texting

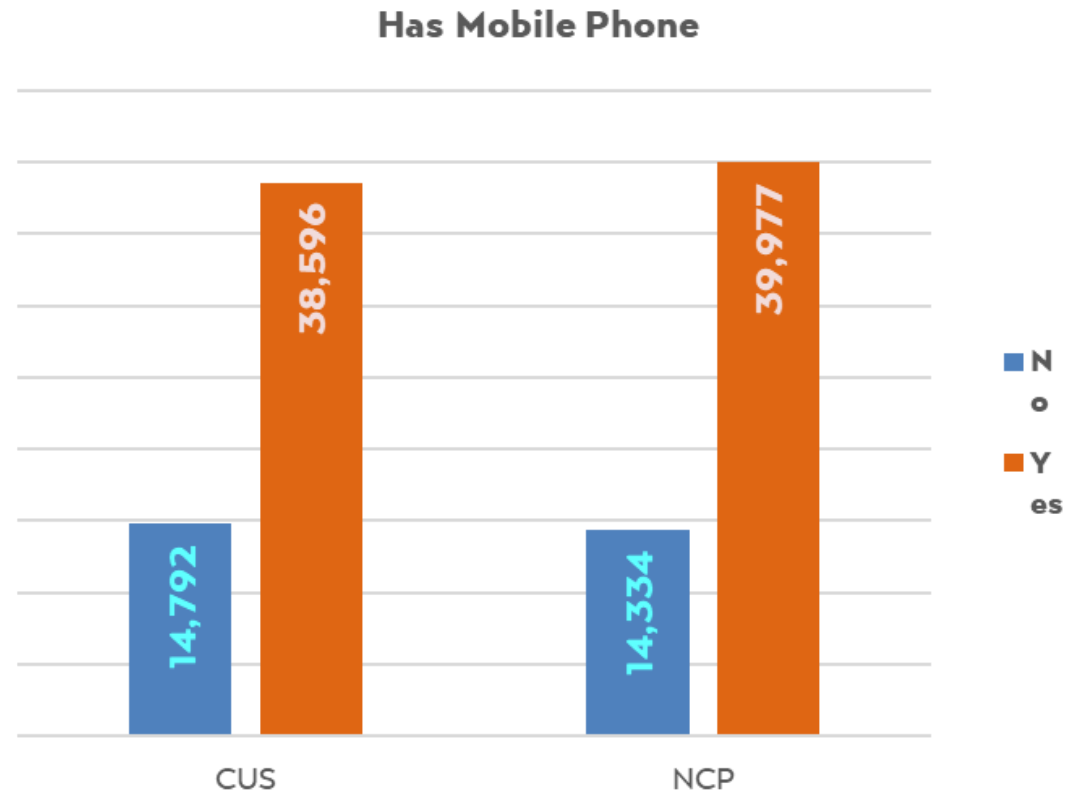


- Text Page Pro
 - Case participants can text their case manager
 - Timeframe for case managers to text back
- General questions or case specific information
 - Limited to 150 characters
- Targeted groups in both languages
 - Super Saturday targeted 3 specific Noncustodial Parent Groups (in English and Spanish):
 1. NCPs with NAA OGS and PAA Arrears: 1093/120
 2. NCPs with a suspended driver's license: 680/46
 3. Case resolution no shows: 96/16



Best Practices for Texting

- Breakdown participants by case role
- Texting has become the preferred method of contact





Texting Functions

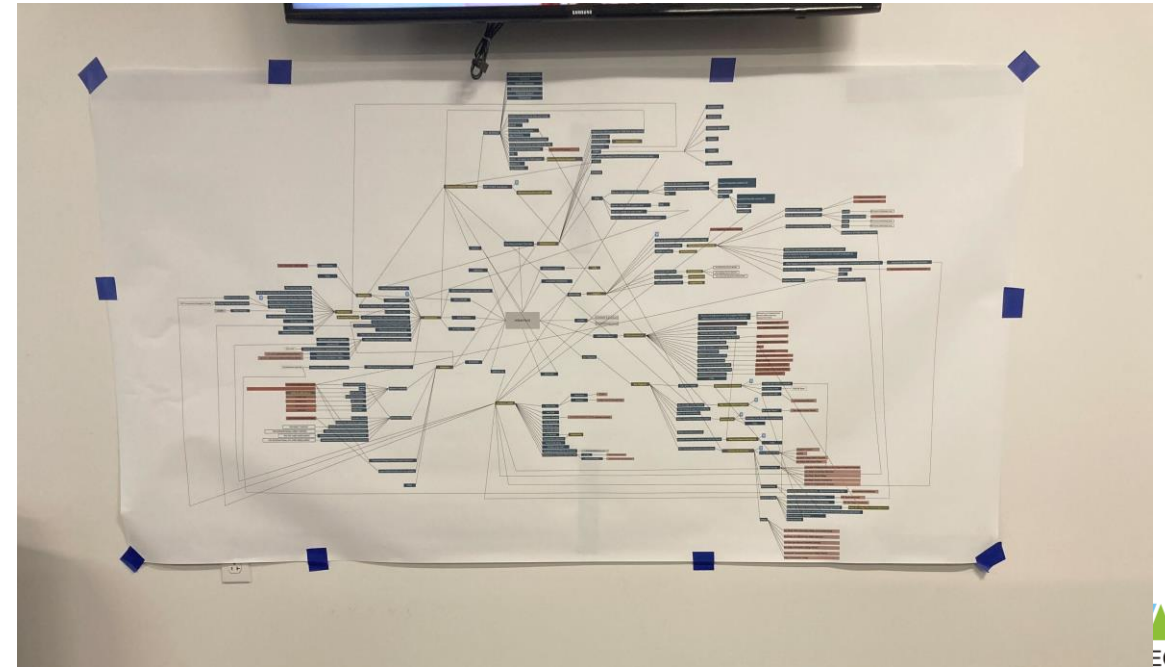
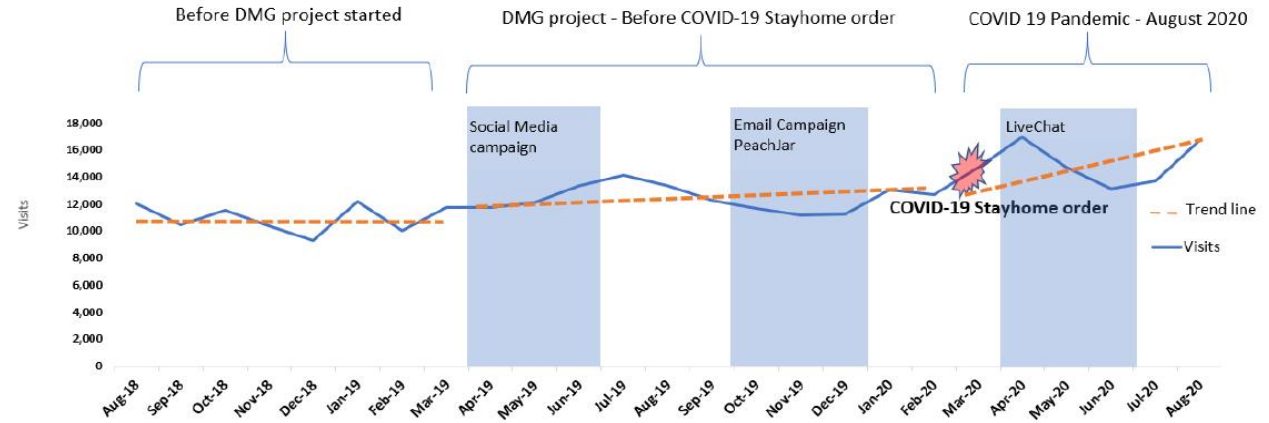
- Multiple functional units using the texting platform and contract information
 - Court order processing
 - Clerical and reception
 - Intake
 - Special projects (High School Diploma Program, Youth with Dreams, etc.)
 - Service Team
 - Case Workers

Business Question	Measure by Functional Unit	Totals
How many people use text to communicate with Caseworkers?	Total Distinct Mobile #'s (Caseworker)	37,663
How many customers do Caseworkers text?	Average #'s Per Caseworker	231
Greatest number of customers texted by a Caseworker:	Most #'s per Caseworker	1,062
How many texts between customers and Caseworkers?	Average Texts per Mobile # (Caseworker)	5
Largest number of texts with a customer:	Most Texts per Mobile # (Caseworker)	195
How many people use text to communicate with Paralegals?	Total Distinct Mobile #'s (Paralegal)	1,693
How many customers do Paralegals text?	Average #'s per Paralegal	188
Greatest number of customers texted by a Paralegal:	Most #'s per Paralegal	579
How many texts between customers and Paralegals?	Average Texts per Mobile # (Paralegal)	3
Largest number of texts with a customer:	Most Texts per Mobile # (Paralegal)	58
How many people use text to communicate with the Call Center?	Total Distinct Mobile #'s (Call Center)	4,186
How many texts between customers and the Call Center?	Average Texts Per Mobile # (Call Center)	1.4
Largest number of texts with a customer:	Most Texts per Mobile # (Call Center)	16



Website Redesign

- Per website data/ analytics, customers appeared lost on our website
 - Too many pathways
 - Layout not mobile user friendly
 - Needed more emphasis on highly requested information
- High bounce rate
 - Pages are not engaging the customers
 - Lack of comprehensive information
 - Bounce rate isn't *always* bad!
- Majority of traffic is mobile
 - Made website layout more responsive for not only desktop, but mobile as well

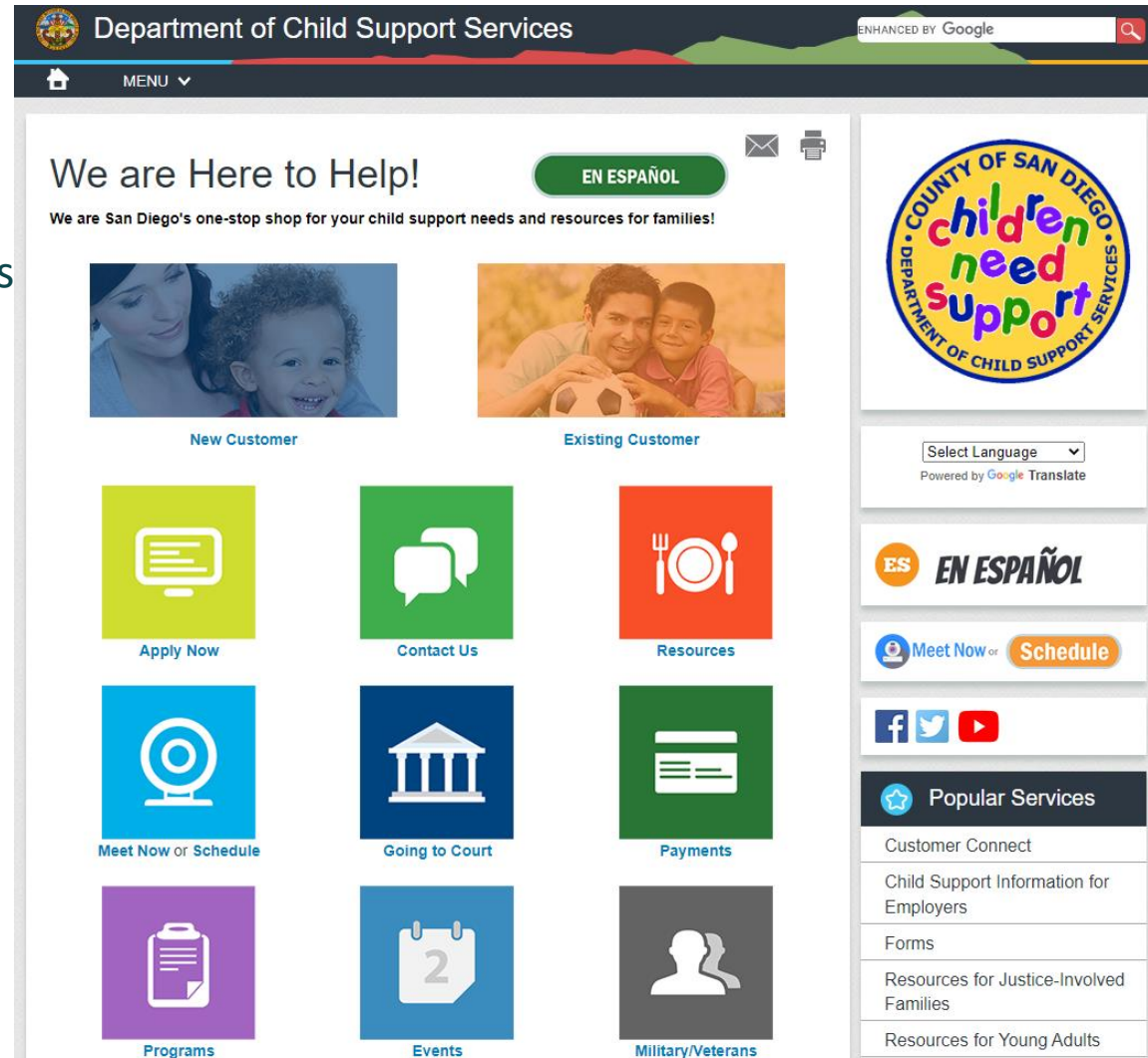




New & Improved Website

- Used data from Adobe Analytics to track pathways with highest amount of engagement/ clicks

- Eyes on the customers



- Customer analytics alone are no longer enough
- Opportunities for more information and resources beyond Child Support



Data Sources

- Child Support Enforcement (CSE) statewide case management system
- Outside of CSE
 - Sheriff & Probation departments.
 - Meta, Peachjar
 - Other County Sources
- Website examples for data driven strategies
 - Youth with Dreams: Services and Resources Catered to Child Support Participants Ages 15 to 21: [San Diego Child Support - Resources for Young Adults](#)
 - Justice Involved Parents and Children: Services and [Resources for Parents and Children - JIPC \(sandiegocounty.gov\)](#)
 - Families going to court: [Going to Court - virtual hearing \(sandiegocounty.gov\)](#)



Recap

- A data-driven approach can be developed to impact customer communications and outreach
- Learn and apply lessons learned from past communication efforts
- Gather and manage data from multiple sources in-house and use it in projects



Group Discussion

- What preferred communication methods does your agency utilize?
- What tools have been the most beneficial?
- Is there a new tool or strategy your agency would like to implement or share?



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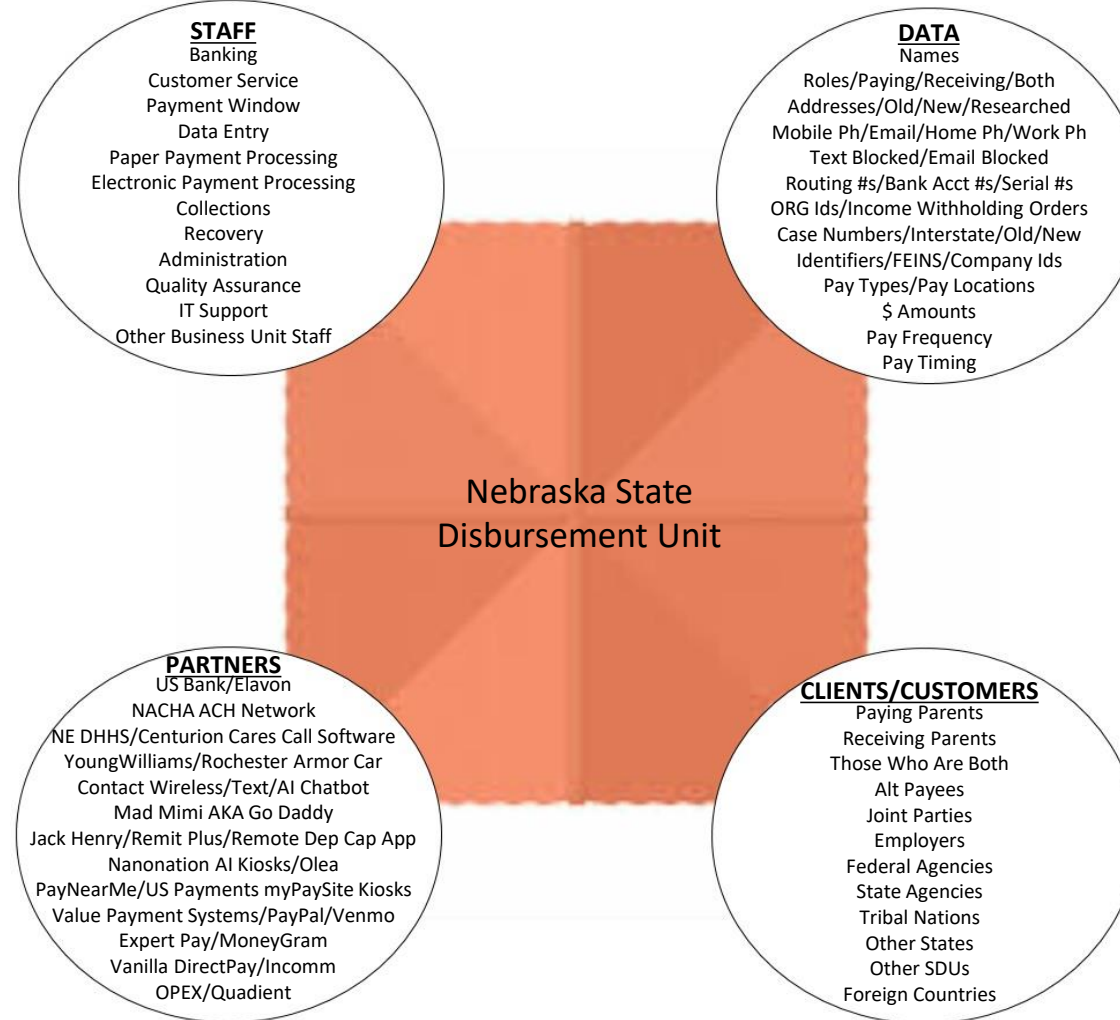
E: kendrik.eaton@sdcounty.ca.gov



Nebraska State Disbursement Unit



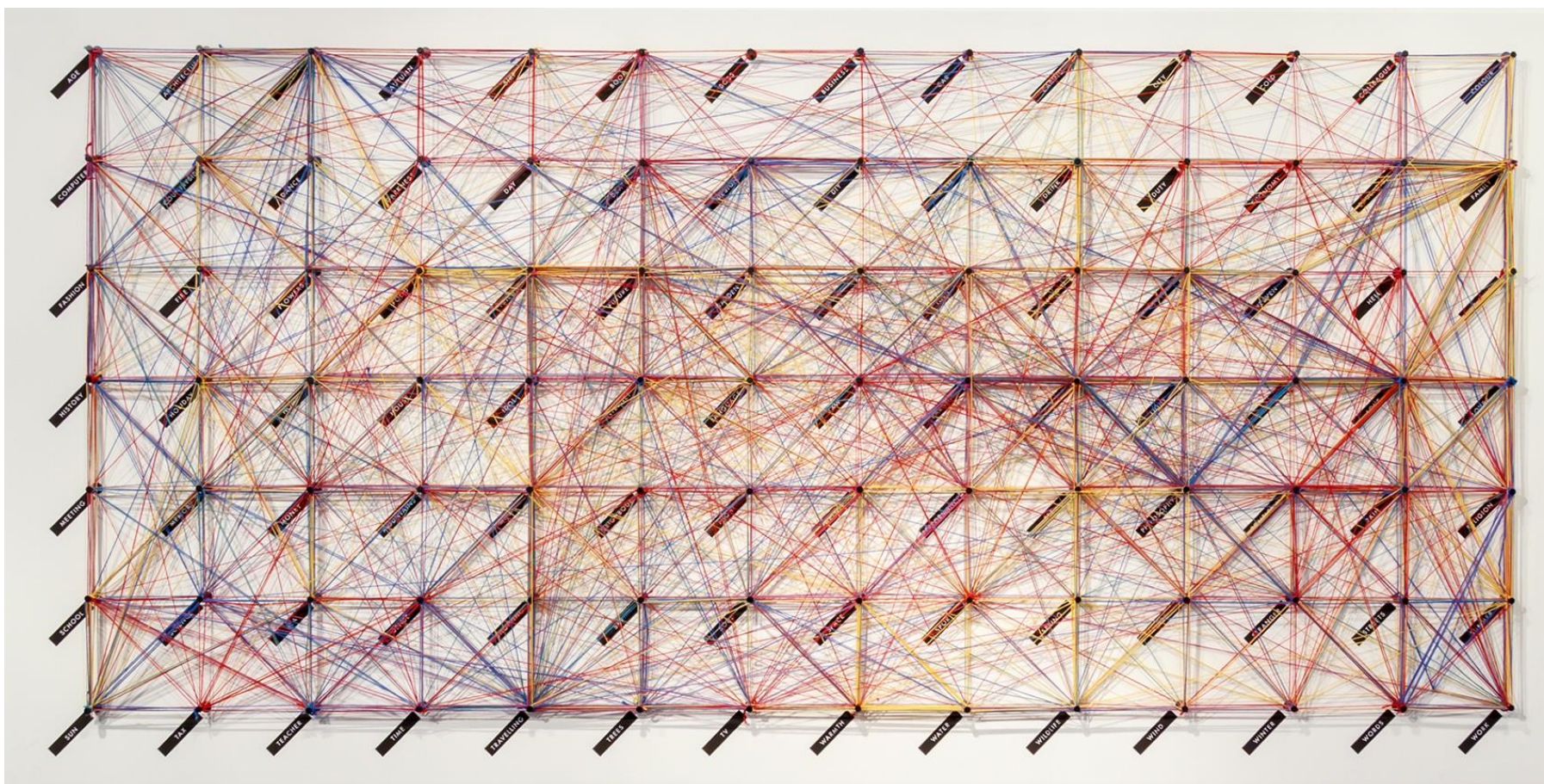
Foundation for an organization's data?





Data connections can get crazy!

Consider this brief definition of data analytics: the processing and analysis of historical data over a specific period of time. That sounds simple enough. However, data analytics is actually a complicated process businesses rely on for decision-making that can directly affect business operations and revenue. Analyzing data is the process of retrieving original data using specialized computer systems and applications. This original data is transformed into different formats or classifications of meaningful information that supports decision-making.





Make data readily available to act on!

Location CSV files get exported to: I:\Child Support\Individual Outreach\Reports\

9/1/2021 - 9/30/2021

NPAY Electronic				% of Type		% of Total	
PymtSrc	PymtMode	Count	Amount	Count %	Amt %	Count %	Amt %
NPAY	IVR Echeck	236	\$126,201.37	1.24 %	1.37 %	0.21 %	0.54 %
NPAY	IVR Credit Card	122	\$41,957.65	0.64 %	0.45 %	0.11 %	0.18 %
NPAY	IVR Debit Card	1,000	\$390,732.58	5.26 %	1.45 %	0.88 %	1.68 %
NPAY	Web Credit Card	221	\$133,682.98	1.16 %	13.44 %	0.20 %	0.58 %
NPAY	Web Debit Card	3,036	\$1,241,079.44	15.96 %	13.44 %	2.68 %	5.35 %
NPAY	E-Lockbox	791	\$359,935.23	4.16 %	3.90 %	0.70 %	1.55 %
NPAY	Kiosk Cash	616	\$166,674.00	3.24 %	1.80 %	0.54 %	0.72 %
NPAY	Kiosk Check	41	\$50,307.96	0.22 %	0.54 %	0.04 %	0.22 %
NPAY	Kiosk Money Order	0	\$0.00	0.00 %	0.00 %	0.00 %	0.00 %
NPAY	Kiosk Credit Card	5	\$1,784.00	0.03 %	0.02 %	0.00 %	0.01 %
NPAY	Kiosk Debit Card	159	\$62,789.80	0.84 %	0.68 %	0.14 %	0.27 %
NPAY	Paypal	102	\$36,868.01	0.54 %	0.40 %	0.09 %	0.16 %
NPAY	PayNearMe	342	\$93,182.32	1.80 %	1.01 %	0.30 %	0.40 %
NPAY	MoneyGram	105	\$38,637.98	0.55 %	0.42 %	0.09 %	0.17 %
NPAY	Coup Check	658	\$366,848.93	3.46 %	3.97 %	0.58 %	1.58 %
NPAY	Coup Money Order	168	\$26,369.94	0.88 %	0.29 %	0.15 %	0.11 %
NPAY	Coup Cashiers Check	8	\$2,094.95	0.04 %	0.02 %	0.01 %	0.01 %
NPAY	Rcrng AW (Paper)	7,048	\$3,688,800.94	37.04 %	39.94 %	6.23 %	15.90 %
NPAY	Rcrng AW (Web)	2,032	\$1,266,668.32	10.68 %	13.71 %	1.80 %	5.46 %
NPAY	One-Time AW	726	\$320,045.33	3.82 %	3.47 %	0.64 %	1.38 %
Sub-Totals:		17,416	\$8,414,661.73	91.54 %	91.10 %	15.39 %	36.27 %

NPAY Paper				% of Type		% of Total	
PymtSrc	PymtMode	Count	Amount	Count %	Amt %	Count %	Amt %
NPAY	Check	884	\$655,949.39	4.65 %	7.10 %	0.78 %	2.83 %
NPAY	Cash Mailed In	13	\$134.44	0.07 %	0.00 %	0.01 %	0.00 %
NPAY	Cashiers Check	25	\$15,853.61	0.13 %	0.17 %	0.02 %	0.07 %
NPAY	Money Order	688	\$149,753.96	3.62 %	1.62 %	0.61 %	0.65 %
NPAY	Traveler's Check	0	\$0.00	0.00 %	0.00 %	0.00 %	0.00 %
NPAY	U.S. Treasury Check	0	\$0.00	0.00 %	0.00 %	0.00 %	0.00 %
NPAY	Other	0	\$0.00	0.00 %	0.00 %	0.00 %	0.00 %
Sub-Totals:		1,610	\$821,691.40	8.46 %	8.90 %	1.42 %	3.54 %

Npay Sub-Totals

PymtSrc	Count	Amount	Count %	Amt %
Npay Sub-Totals:	19,026	\$9,236,353.13	16.81 %	39.82 %

9/1/2022 - 9/30/2022

NPAY Electronic				% of Type		% of Total	
PymtSrc	PymtMode	Count	Amount	Count %	Amt %	Count %	Amt %
NPAY	IVR Echeck	176	\$102,349.15	0.91 %	1.12 %	0.15 %	0.42 %
NPAY	IVR Credit Card	75	\$21,130.11	0.39 %	0.23 %	0.06 %	0.09 %
NPAY	IVR Debit Card	702	\$292,141.75	3.65 %	2.05 %	0.58 %	1.21 %
NPAY	Web Credit Card	373	\$187,716.76	1.94 %	18.04 %	0.31 %	0.78 %
NPAY	Web Debit Card	4,063	\$1,651,834.51	21.11 %	18.04 %	3.36 %	6.85 %
NPAY	E-Lockbox	770	\$334,713.38	4.00 %	3.66 %	0.64 %	1.39 %
NPAY	Kiosk Cash	369	\$109,113.00	1.92 %	1.19 %	0.31 %	0.45 %
NPAY	Kiosk Check	18	\$24,709.21	0.09 %	0.27 %	0.01 %	0.10 %
NPAY	Kiosk Money Order	24	\$12,519.45	0.12 %	0.14 %	0.02 %	0.05 %
NPAY	Kiosk Credit Card	14	\$1,766.16	0.07 %	0.02 %	0.01 %	0.01 %
NPAY	Kiosk Debit Card	100	\$42,052.15	0.52 %	0.46 %	0.08 %	0.17 %
NPAY	Paypal	109	\$37,820.67	0.57 %	0.41 %	0.09 %	0.16 %
NPAY	PayNearMe	507	\$141,917.04	2.63 %	1.55 %	0.42 %	0.59 %
NPAY	MoneyGram	118	\$37,979.67	0.61 %	0.41 %	0.10 %	0.16 %
NPAY	Coup Check	344	\$158,771.03	1.79 %	1.73 %	0.28 %	0.66 %
NPAY	Coup Money Order	87	\$13,822.00	0.45 %	0.15 %	0.07 %	0.06 %
NPAY	Coup Cashiers Check	1	\$50.00	0.01 %	0.00 %	0.00 %	0.00 %
NPAY	Rcrng AW (Paper)	7,494	\$3,743,371.93	38.93 %	40.88 %	6.20 %	15.52 %
NPAY	Rcrng AW (Web)	1,971	\$1,301,605.54	10.24 %	14.21 %	1.63 %	5.40 %
NPAY	One-Time AW	603	\$257,482.14	3.13 %	2.81 %	0.50 %	1.07 %
Sub-Totals:		17,918	\$8,472,865.65	93.08 %	92.53 %	14.84 %	35.12 %

NPAY Paper				% of Type		% of Total	
PymtSrc	PymtMode	Count	Amount	Count %	Amt %	Count %	Amt %
NPAY	Check	780	\$566,626.55	4.05 %	6.19 %	0.65 %	2.35 %
NPAY	Cash Mailed In	6	\$0.52	0.03 %	0.00 %	0.00 %	0.00 %
NPAY	Cashiers Check	18	\$15,452.10	0.09 %	0.17 %	0.01 %	0.06 %
NPAY	Money Order	529	\$102,335.77	2.75 %	1.12 %	0.44 %	0.42 %
NPAY	Traveler's Check	0	\$0.00	0.00 %	0.00 %	0.00 %	0.00 %
NPAY	U.S. Treasury Check	0	\$0.00	0.00 %	0.00 %	0.00 %	0.00 %
NPAY	Other	0	\$0.00	0.00 %	0.00 %	0.00 %	0.00 %
Sub-Totals:		1,333	\$684,414.94	6.92 %	7.47 %	1.10 %	2.84 %

Npay Sub-Totals

PymtSrc	Count	Amount	Count %	Amt %
Npay Sub-Totals:	19,251	\$9,157,280.59	15.94 %	37.96 %



Make data readily available to act on!

September 2021

EWW Electronic				% of Type		% of Total	
PymtSrc	PymtMode	Count	Amount	Count %	Amt %	Count %	Amt %
EWW	EMP EFT Credits	49,180	\$7,082,372.48	52.24 %	50.73 %	43.46 %	30.53 %
EWW	EMP EFT Debits	19,034	\$3,216,250.44	20.22 %	23.04 %	16.82 %	13.86 %
EWW	EMP EDI (CHECK & WE	390	\$72,363.20	0.41 %	0.52 %	0.34 %	0.31 %
EWW	SSA EFT	3,364	\$482,335.50	3.57 %	3.45 %	2.97 %	2.08 %
EWW	UNCL EFT	29	\$1,412.74	0.03 %	0.01 %	0.03 %	0.01 %
EWW	IPAY EFT	8,496	\$1,074,883.63	9.02 %	7.70 %	7.51 %	4.63 %
EWW	DOL EFT	937	\$79,320.00	1.00 %	0.57 %	0.83 %	0.34 %
Sub-Totals:		81,430	\$12,008,937.99	86.49 %	86.02 %	71.95 %	51.77 %

EWW Paper				% of Type		% of Total	
PymtSrc	PymtMode	Count	Amount	Count %	Amt %	Count %	Amt %
EWW	EMP Check	12,412	\$1,904,902.84	13.18 %	13.64 %	10.97 %	8.21 %
EWW	EMP Other	26	\$4,937.29	0.03 %	0.04 %	0.02 %	0.02 %
EWW	IPAY Check	280	\$42,621.67	0.30 %	0.31 %	0.25 %	0.18 %
EWW	IPAY Other	0	\$0.00	0.00 %	0.00 %	0.00 %	0.00 %
EWW	DOL Check	0	\$0.00	0.00 %	0.00 %	0.00 %	0.00 %
Sub-Totals:		12,718	\$1,952,461.80	13.51 %	13.98 %	11.24 %	8.42 %

EWW Sub-Totals

PymtSrc	Count	Amount	Count %	Amt %
EWW Sub-Totals:	94,148	\$13,961,399.79	83.19 %	60.18 %

Grand Totals

PymtSrc	Count	Amount	Count %	Amt %
Electronic Totals:	98,846	\$20,423,599.72	87.34 %	88.04 %
Paper Totals:	14,328	\$2,774,153.20	12.66 %	11.96 %
Grand Totals:	113,174	\$23,197,752.92		

September 2022

EWW Electronic				% of Type		% of Total	
PymtSrc	PymtMode	Count	Amount	Count %	Amt %	Count %	Amt %
EWW	EMP EFT Credits	56,647	\$8,109,882.24	55.80 %	54.19 %	46.90 %	33.62 %
EWW	EMP EFT Debits	19,793	\$3,291,886.11	19.50 %	21.99 %	16.39 %	13.65 %
EWW	EMP EDI (CHECK & WE	1,128	\$77,722.60	1.11 %	0.52 %	0.93 %	0.32 %
EWW	SSA EFT	3,301	\$473,504.90	3.25 %	3.16 %	2.73 %	1.96 %
EWW	UNCL EFT	2	\$820.58	0.00 %	0.01 %	0.00 %	0.00 %
EWW	IPAY EFT	7,845	\$1,069,995.75	7.73 %	7.15 %	6.50 %	4.44 %
EWW	DOL EFT	433	\$34,816.00	0.43 %	0.23 %	0.36 %	0.14 %
Sub-Totals:		89,149	\$13,058,628.18	87.81 %	87.25 %	73.81 %	54.13 %

EWW Paper				% of Type		% of Total	
PymtSrc	PymtMode	Count	Amount	Count %	Amt %	Count %	Amt %
EWW	EMP Check	12,190	\$1,883,256.35	12.01 %	12.58 %	10.09 %	7.81 %
EWW	EMP Other	12	\$1,691.91	0.01 %	0.01 %	0.01 %	0.01 %
EWW	IPAY Check	173	\$23,212.44	0.17 %	0.16 %	0.14 %	0.10 %
EWW	IPAY Other	0	\$0.00	0.00 %	0.00 %	0.00 %	0.00 %
EWW	DOL Check	0	\$0.00	0.00 %	0.00 %	0.00 %	0.00 %
Sub-Totals:		12,375	\$1,908,160.70	12.19 %	12.75 %	10.25 %	7.91 %

EWW Sub-Totals

PymtSrc	Count	Amount	Count %	Amt %
EWW Sub-Totals:	101,524	\$14,966,788.88	84.06 %	62.04 %

Grand Totals

PymtSrc	Count	Amount	Count %	Amt %
Electronic Totals:	107,067	\$21,531,493.83	88.65 %	89.25 %
Paper Totals:	13,708	\$2,592,575.64	11.35 %	10.75 %
Grand Totals:	120,775	\$24,124,069.47		



Make data readily available to act on!

BILLING FILE STATISTICS SEPTEMBER 2021 THROUGH September 2022	September-22	August-22	July-22	June-22	May-22	April-22	March-22	February-22	January-22	December-21	November-21	October-21	September-21
# OF BILLS CREATED	95,144	95,237	95,317	95,327	95,423	95,578	95,716	95,790	95,928	96,013	96,063	96,132	96,166
# OF BILLS MAILED	1,846	1,864	1,914	1,935	1,983	2,022	2,085	2,100	2,121	2,172	2,203	2,226	2,225
# OF BILLS SENT ELECTRONICALLY	93,506	93,566	93,599	93,590	93,646	93,750	93,827	93,875	93,986	94,023	94,040	94,090	94,117
# OF PAPER BILLS WITH NO QUALIFYING ADDRESS	117	114	116	122	127	131	135	142	148	148	149	148	148
# OF BILLS WITH PAPER DELIVERY METHOD	1,638	1,671	1,718	1,737	1,777	1,828	1,889	1,915	1,942	1,990	2,023	2,042	2,049
# OF BILLS WITH EMAIL DELIVERY METHOD	14,872	15,065	15,279	15,377	15,702	15,828	15,964	16,083	16,312	16,485	16,611	16,743	16,882
# OF BILLS WITH PAPER/EMAIL DELIVERY METHOD	101	105	103	105	108	108	105	106	109	113	114	117	112
# OF BILLS WITH WEB ONLY DELIVERY METHOD	62,442	62,717	63,156	63,323	63,603	63,991	64,511	64,833	65,505	65,623	65,788	65,977	66,109
# OF BILLS WITH TEXT DELIVERY METHOD	5,755	5,703	5,556	5,495	5,576	5,395	5,118	4,920	4,507	4,380	4,234	4,125	4,056
# OF BILLS WITH QR CODE DELIVERY METHOD	1,163	1,185	1,240	1,260	1,283	1,309	1,341	1,358	1,398	1,414	1,449	1,465	1,476
# OF BILLS WITH EMAIL/TEXT DELIVERY METHOD	9,066	8,703	8,172	7,937	7,276	7,033	6,697	6,496	6,085	5,939	5,778	5,596	5,418
# OF BILLS WITH PAPER/TEXT DELIVERY METHOD	107	88	93	93	98	86	91	79	70	69	66	67	64
# OF BILLS WITH DIFFERENT DELIVERY METHOD THAN IN CHARTS	343	331	326	323	316	318	317	318	312	292	283	270	255
Payments going directly to DHHS not reflected													
# OF PAYMENTS RECEIVED	120,775	119,073	116,639	115,165	123,849	108,177	117,523	107,943	117,587	118,380	114,936	117,361	113,183
\$ AMOUNT OF PAYMENTS RECEIVED	\$24,124,069.47	\$23,875,355.90	\$23,347,409.83	\$23,128,610.34	\$24,863,718.88	\$22,022,498.70	\$24,020,466.58	\$22,340,708.02	\$23,644,707.62	\$24,169,608.02	\$23,315,291.43	\$23,742,719	\$23,200,405
# OF UNIQUE PAYING PARENTS PAYING SDU	47,159	47,613	46,821	47,188	47,813	46,576	48,131	46,654	54,411	47,529	47,457	47,522	46,942
% OF UNIQUE BILLED PAYING PARENTS PAYING SDU	47.93%	48.36%	47.52%	47.88%	48.49%	47.17%	48.67%	47.15%	55.20%	47.98%	47.91%	47.92%	47.26%
# OF PAYORS NOT BEING BILLED/PAYMENT RECEIVED	1,560	1,553	1,522	1,547	1,547	1,492	1,542	1,490	1,456	1,465	1,434	1,453	1,495
# OF BILLED PAYING PARENTS NOT MAKING PAYMENTS	49,545	49,177	50,018	49,686	49,157	50,494	49,127	50,626	50,329	49,949	50,040	50,063	50,719
% OF BILLED PAYING PARENTS NOT MAKING PAYMENTS	52.07%	51.64%	52.48%	52.12%	51.51%	52.83%	51.33%	52.85%	52.47%	52.02%	52.09%	52.08%	52.74%

September 2021

Grand Totals

PymtSrc	Count	Amount	Count %	Amt %
Electronic Totals:	98,846	\$20,423,599.72	87.34 %	88.04 %
Paper Totals:	14,328	\$2,774,153.20	12.66 %	11.96 %
Grand Totals:	113,174	\$23,197,752.92		

Payors By Payment Type

PymtSrc	Count	Count %	
Npay Only Payors:	13,800	30.08 %	
EWV Only Payors:	32,332	68.25 %	
Payors of Both:	807	1.66 %	CSV
Payors not in BS:	1,492		CSV
Billed Not Paying:	50,719		CSV

September 2022

Grand Totals

PymtSrc	Count	Amount	Count %	Amt %
Electronic Totals:	107,067	\$21,531,493.83	88.65 %	89.25 %
Paper Totals:	13,708	\$2,592,575.64	11.35 %	10.75 %
Grand Totals:	120,775	\$24,124,069.47		

Payors By Payment Type

PymtSrc	Count	Count %	
Npay Only Payors:	13,317	28.97 %	
EWV Only Payors:	33,022	69.35 %	
Payors of Both:	820	1.68 %	CSV
Payors not in BS:	1,560		CSV
Billed Not Paying:	49,545		CSV



Make data readily available to act on!

Acct Mgmt

Account Management (New) | Payment Register (New) | Collections Manager (New)

General | Financial | Audit

User: ERIC BOBZIEN User Type: PAYEE ARP: AR2SL46JGC7YX SSN: _____3103

Add Passphrase | Add Critical Note

Status: ☒ Active ☐ Inactive

First Name: ERIC Middle Name: LYNN Last Name: BOBZIEN Suffix: Edit Name, SSN, DoD

Date of Birth: Date of Death: IV-D Status: Y Payment Notification: Y

Created: 2010-10-28 03:45:35 AM Last Modified: 2022-10-04 03:56:40 PM Last Modified By: TREINERS

Address:

City, State - Country: LINCOLN, Nebraska - UNITED STATES Zip: 68508-3331 Edit Address Info ☐ Invalid Address

Hide Canned Text Messages

Delivery Method:

Phone Numbers Notifications Blocklist

Home: 6478 ☒ ☐ Edit

Cell: 6478 ☒ ☐ Edit

Work: 1601 ☐ ☐ Edit

Work Ext:

Email Addresses Notifications Blocklist

Primary: ☐ ☐

Alternate 1: ☐ ☐

Alternate 2: ☐ ☐

Canned Text Messages

CP Payment History	Text	Email	Text & Email
NCSPC: https://childsupport.nebraska.gov/vph.aspx?arp=AR2SL46JGC7YX Text STOP to Opt-out.			
SDU/CSE Phone #	Text	Email	Text & Email
NCSPC: 1-877-631-9973 - 1 for English, then 2 for Enforcement/3 for NCSPC. Hours 7AM-6PM CST Monday-Friday. Text STOP to Opt-out.			
RTN Warrant Receive Check	Text	Email	Text & Email
NCSPC: We have your money, call 1-877-631-9973 option 3 to choose how to receive it. Text STOP to Opt-out.			
EPN TEXT	Text	Email	Text & Email
NCSPC: \$1,400.00 went to your Reliacard on 04/16/2021, see https://childsupport.nebraska.gov/vph.aspx?arp=AR2SL46JGC7YX for info. Text STOP to Opt-out.			
ReliaCard Funds	Text	Email	Text & Email
NCSPC: Please call the Nebraska Child Support Payment Center 1-877-631-9973 option 3. You have funds available on your ReliaCard. Text STOP to Opt-out.			
ARP	Text	Email	Text & Email
NCSPC: Your child support ARP ID is AR2SL46JGC7YX. https://childsupport.nebraska.gov/cp/default.aspx?arp=AR2SL46JGC7YX Text STOP to Opt-out.			
Link to Case Info	Text	Email	Text & Email
View more of your child support case info at https://dhhs-icharts1.ne.gov/iCharts/ by clicking on the Public box and then Continue to iCHARTS. Text STOP to Opt-out.			

Associated Payees of Eric's Cases

No data was returned.

Row color: ☐ Ovp ☐ Deceased

Associated Payors of Eric's Cases

Row color: ☒ BRI ☐ Deceased

Last Name	First Name	ARP	SSN	Court Case ID	CSE Case ID	County Case ID	Old Case ID	Last Mdfd	BRI
SUTTON	AMBER	AR2CH2GTHUSXA	_____3799	CC29X66QNMHDZ	CA22W7WXBRCJG	D02C110784		11/14/2015	

Notes

All Search Clear All Notes Audits

Add Note

8 • 10/4/2022 4:01:06 PM • treiners Edit Delete

Eric called and we got him set up for DD, we also got confirmation the big dollar hold was released today, so, he ought to see the deposit on Thursday some time.

7 • 10/4/2022 3:52:26 PM • TREINERS int/sdu/account-management/default.aspx

Text Sent :: NCSPC: https://childsupport.nebraska.gov/vph.aspx?arp=AR2SL46JGC7YX Text STOP to Opt-out. (sent to)

6 • 10/4/2022 3:48:34 PM • TREINERS int/sdu/account-management/default.aspx

Password Reset : Reset pw

5 • 10/4/2022 3:47:47 PM • TREINERS int/sdu/account-management/default.aspx

Text Sent :: NCSPC: https://childsupport.nebraska.gov/vph.aspx?arp=AR2SL46JGC7YX Text STOP to Opt-out. (sent to)



Make data readily available to act on!

ARP

NCSPC: Your child support ARP ID is AR2SL46JGCTYX.
<https://childsupport.nebraska.gov/cp/default.asp?arp=AR2SL46JGCTYX> Text STOP to Opt-out.

Link to Case Info

View more on your child support case info at <https://childsupport.nebraska.gov/cp/default.asp?arp=AR2SL46JGCTYX> by clicking on the Public box and then Continue to iCHARTS. Text STOP to Opt-out.

Acct Mgmt

Account Management (New) | Payment Register (New) | Collections Manager (New)

General | Financial | Audit

User: ERIC BOBZIEN | User Type: PAYEE | ARP: AR2SL46JGCTYX | SSN: ____3103

Child Support Website Stuff

Password: ●●●●●● [Reset Password](#) | [Account Intervention](#) | Last Login Date: 10/4/2022 3:54:33 PM

Account: ☒ Unlocked ☐ Locked | Access: ☒ Allowed ☐ Denied | Payments: ☐ Allowed ☐ Temp Denied ☐ Perm Denied

Name: **ERIC BOBZIEN**

Bank Card ID: Create a PIN to generate a Bank Card ID for this account

PIN: [Create PIN](#)

Outgoing Payments (SDU-to-Payee)

1-10 of 35 Click on column headers to sort. Click on a search result row to view full details. View: 10 25 50 100

Issued	Paid	Type	Pymt #	Pymt Amt	Dtl Amt	Payor	Status	Offset Amt
04/16/2021	04/19/2021	EPC	807873237	\$1,400.00	\$1,400.00	AMBER I SUTTON	Settled	\$0.00
08/29/2016	08/30/2016	EPC	804976114	\$33.25	\$33.25	AMBER I SUTTON	Settled	\$0.00
07/15/2016	07/18/2016	EPC	804904212	\$33.25	\$33.25	AMBER I SUTTON	Settled	\$0.00
07/11/2016	07/12/2016	EPC	804896695	\$56.08	\$56.08	AMBER I SUTTON	Settled	\$0.00
07/01/2016	07/05/2016	EPC	804880488	\$56.08	\$56.08	AMBER I SUTTON	Settled	\$0.00
06/29/2016	06/30/2016	EPC	804877325	\$158.48	\$158.48	AMBER I SUTTON	Settled	\$0.00
06/24/2016	06/27/2016	EPC	804868772	\$56.08	\$56.08	AMBER I SUTTON	Settled	\$0.00
06/17/2016	06/20/2016	EPC	804857749	\$56.08	\$56.08	AMBER I SUTTON	Settled	\$0.00
06/10/2016	06/13/2016	EPC	804846663	\$30.83	\$30.83	AMBER I SUTTON	Settled	\$0.00
06/01/2016	06/02/2016	EPC	804829221	\$24.73	\$24.73	AMBER I SUTTON	Settled	\$0.00

Incoming Payments (Payor-to-SDU)

1-5 of 5 Click on column headers to sort. Click on a search result row to view full details. View: 10 25 50 100

Lckbx	Batch	Proc Date	Tran	Line	Chk Amt	Stb Amt	Rtg #	Acct #	Chk #	ARP	Payor	Eft Date	Exp	Exp Date	Pay Src	Pay Mode	PreDpst Rls	Vw Pmt
2000	408	10/03/2022	6	1	\$20,850.26	\$20,850.26	104907025	__0212	110002640	AR2CH2GTHUSXA	AMBER SUTTON	09/30/2022	1	10/03/2022	NPAY	CH		View Check
1000	1294	04/15/2021	8	1	\$1,400.00	\$1,400.00	000000518	____3599	40447	AR2CH2GTHUSXA	AMBER SUTTON	04/14/2021	1	04/15/2021	NPAY	CK		View Check
1500	446	05/16/2016	332	18	\$2,115.56	\$112.16	104910795	__1491		AR2CH2GTHUSXA	AMBER SUTTON	05/12/2016	1	05/16/2016	EWV	ET		View EFT
1500	397	05/02/2016	592	15	\$1,993.68	\$98.94	104910795	__1491		AR2CH2GTHUSXA	AMBER SUTTON	04/28/2016	1	05/02/2016	EWV	ET		View EFT
1500	1647	04/04/2016	95	19	\$2,469.00	\$112.16	104910795	__1491		AR2CH2GTHUSXA	AMBER SUTTON	03/31/2016	1	04/04/2016	EWV	ET		View EFT



Make data readily available to act on!

Acct Mgmt

Account Management (New) | Payment Register (New) | Collections Manager (New)

General | **Financial** | Audit

User: ERIC BOBZIEN | User Type: PAYEE | ARP: AR2SL46JGC7YX | SSN: ____3103

AW Auth Form • DD Auth Form • e-Bill Exemption Form

Add Passphrase | Add Critical Note

Click on financial &/or Auto-Withdrawal rows to edit. | Web Payments: ☐ Allowed ☐ Temp Denied ☐ Perm Denied

User Financials | Add Financial | Bad Check Count: 0

Type	ABA	Account	Start	Actvd	Dactvd	Ord	Last Modified	By
EPC	322285846	____3103	05/01/2014	02/22/2018	10/04/2022	Y	10/4/2022 3:56:40 PM	web

Acct Type	ABA	Account	DD	Last Modified	By
Checking	304982468	____8639	X	10/4/2022 3:56:40 PM	web

Notes | All | Search | Clear | All | Notes | Audits

Add Note

8 • 10/4/2022 4:01:06 PM • trainers

Eric called and we got him set up for DD, we also got confirmation the big dollar hold was released today, so, he ought to see the deposit on Thursday some time.

7 • 10/4/2022 3:52:26 PM • TRAINERS

int/sdu/account-management/default.aspx

Text Sent : : NCSPC: https://childsupport.nebraska.gov/vph.aspx?arp=AR2SL46JGC7YX Text STOP to Opt-out. (sent to 3478)

6 • 10/4/2022 3:48:34 PM • TRAINERS

int/sdu/account-management/default.aspx

Password Reset : Reset pw

5 • 10/4/2022 3:47:47 PM • TRAINERS

int/sdu/account-management/default.aspx

Text Sent : : NCSPC: https://childsupport.nebraska.gov/vph.aspx?arp=AR2SL46JGC7YX Text STOP to Opt-out. (sent to 3478)



Make data readily available to act on!

Acct Mgmt

Account Management (New) | Payment Register (New) | Collections Manager (New)

General | Financial | Audit

Window Payment

User: CHRISTOPHER CARLSON | User Type: PAYOR | ARP: AR2DEPKW9DKNT | SSN: 6940

Date of Birth: 97 | Date of Death: | IV-D Status: Y | Payment Notification: N

Created: 2017-08-30 08:58:15 PM | Last Modified: 2022-10-04 09:12:43 AM | Last Modified By: TREINERS

Alias: First Name: CHRISTOPHER | Middle Name: MICHAEL | Last Name: CARLSON | ARP: AR3VZ2GDCJRCT

Address: | City, State - Country: NEBRASKA CITY, Nebraska - UNITED STATES | Zip: 68410-0000 | Edit Address Info | Invalid Address

Hide Canned Text Messages | Delivery Method: Email & Text

Email Addresses | Notifications | Blocklist

Primary: 89@gmail.com	☒	☐	Edit	Email QR Link
Alternate 1: Add Email	☐	☐		
Alternate 2: 34@outlook.com	☐	☐	Edit	Email QR Link

☐ Paper Billing Statements
Only enabled for Payors who aren't set up for both EMAIL & TEXT billing notifications, who have an address.

Phone Numbers | Notifications | Blocklist

Home: 2281	☐	☐	Edit
Cell: 1062	☒	☐	Edit
Work: Add Phone	☐	☐	
Work Ext: Add Extension	☐	☐	

Associated Payors of Christopher's Cases

No data was returned.

Row color: BRI | Deceased

Notes

All

Search

Clear

All

Notes

Audits

Add Note

12 • 10/4/2022 9:25:21 AM • TREINERS

Christopher's mom called to make a debit card payment, text her link and walked her through a \$428.00 payment confirmation #349403.

11 • 10/4/2022 9:13:19 AM • TREINERS

int/sdu/account-management/default.aspx

Text Sent : : NCSPC: https://childsupport.nebraska.gov/bank-card-pay.aspx?arp=AR2DEPKW9DKNT Text STOP to Opt-out. (sent to 5903)

10 • 10/4/2022 9:12:43 AM • TREINERS

int/sdu/account-management/default.aspx

Del Mthd : changed from 4 (Web) to 7 (Email & Text)

9 • 10/4/2022 9:12:40 AM • TREINERS

int/sdu/account-management/default.aspx

Del Mthd : changed from 4 (Web) to 5 (Text)

Canned Text Messages

Bank Card ID NCSPC: Pay by phone: 402-471-1120 option 2 for payment processing. Enter your Bank Card ID 124171 & Pin 1969. Text STOP to Opt-out.	Text	Email	Text & Email
QR Code & NCP Payment Options NCSPC: See pay options: https://childsupport.nebraska.gov/qr-code.aspx?arp=AR2DEPKW9DKNT to schedule a pymt or get info. Text STOP to Opt-out.	Text	Email	Text & Email
SDU/CSE Phone # NCSPC: 1-877-631-9973 - 1 for English, then 2 for Enforcement/3 for NCSPC. Hours 7AM-6PM CST Monday-Friday. Text STOP to Opt-out.	Text	Email	Text & Email
RTN Warrant Receive Check NCSPC: We have your money, call 1-877-631-9973 option 3 to choose how to receive it. Text STOP to Opt-out.	Text	Email	Text & Email
ARP NCSPC: Your child support ARP ID is AR2DEPKW9DKNT. https://childsupport.nebraska.gov/ncp/default.aspx?arp=AR2DEPKW9DKNT Text STOP to Opt-out.	Text	Email	Text & Email
Link to US Bank E-payment Portal NCSPC: https://childsupport.nebraska.gov/bank-card-pay.aspx?arp=AR2DEPKW9DKNT Text STOP to Opt-out.	Text	Email	Text & Email
Link to Install NE Rapid Pay App NCSPC: Install NE Rapid Pay to pay by check without mailing a check https://urlgeni.us/PB1Z call 877-631-9973 option 2 for info. Text STOP to Opt-out.	Text	Email	Text & Email
Link to Case Info View more of your child support case info at https://dhhs-icharts1.ne.gov/iCharts/ by clicking on the Public box and then Continue to iCHARTS. Text STOP to Opt-out.	Text	Email	Text & Email



Make data readily available to act on!

Acct Mgmt

Account Management (New) | Payment Register (New) | Collections Manager (New)

General | Financial | Audit

Window Payment

User: CHRISTOPHER CARLSON | User Type: PAYOR | ARP: AR2DEPKW9DKNT | SSN: 6940

Show Canned Text Messages

Delivery Method: Email & Text

Email Addresses

Primary: 89@gmail.com

Alternate 1: Add Email

Alternate 2: 34@outlook.com

Notifications

☒

☐

Blocklist

☐

Child Support Website Stuff

Password: Reset Password

Account Intervention

Last Login Date: 3/28/2022 7:54:18 AM

Account: Unlocked Locked

Access: Allowed Denied

Payments: Allowed Temp Denied Perm Denied

Name: CHRISTOPHER CARLSON

Bank Card ID: 124171

PIN: 1969 Change PIN

Notes

All

Search Clear All Notes Audits

Add Note

12 • 10/4/2022 9:25:21 AM • TREINERS

Christopher's mom called to make a debit card payment, text her link and walked her through a \$428.00 payment confirmation #349403.

11 • 10/4/2022 9:13:19 AM • TREINERS

int/sdu/account-management/default.aspx

Text Sent :: NCSPC: https://childsupport.nebraska.gov/bank-card-pay.aspx?arp=AR2DEPKW9DKNT Text STOP to Opt-out. (sent to 5903)

10 • 10/4/2022 9:12:43 AM • TREINERS

int/sdu/account-management/default.aspx

Del Mthd : changed from 4 (Web) to 7 (Email & Text)

9 • 10/4/2022 9:12:40 AM • TREINERS

int/sdu/account-management/default.aspx

Del Mthd : changed from 4 (Web) to 5 (Text)

Outgoing Payments (SDU-to-Payee)

Collapsed Expanded

Row color: Ovp Deceased

No data was returned.

Incoming Payments (Payor-to-SDU)

SELECT PAYOR:

Row color: Deceased BRI Predeposited

1-10 of 29

Click on column headers to sort. | Click on a search result row to view full details.

View: 10 25 50 100

Lckbx	Batch	Proc Date	Tran	Line	Chk Amt	Stb Amt	Rtg #	Acct #	Chk #	ARP	Payor	Eft Date	Exp	Exp Date	Pay Src	Pay Mode	PreDpst Rls	Vw Pmt
500	5747	09/02/2022	58	1	\$425.00	\$425.00	104000029	4585		AR2DEPKW9DKNT	CHRISTOPHER CARLSON	09/01/2022	1	09/02/2022	NPAY	ET		Self EFT
2000	220	08/01/2022	15	1	\$425.00	\$425.00	102100400	6658	391538665	AR2DEPKW9DKNT	CHRISTOPHER CARLSON	08/01/2022	1	08/01/2022	NPAY	MO		View Check
2000	286	07/05/2022	11	1	\$425.00	\$425.00	102100400	5785	391538578	AR2DEPKW9DKNT	CHRISTOPHER CARLSON	07/05/2022	1	07/05/2022	NPAY	MO		View Check
2000	243	06/06/2022	17	1	\$425.00	\$425.00	102100400	4741	391538474	AR2DEPKW9DKNT	CHRISTOPHER CARLSON	06/06/2022	1	06/06/2022	NPAY	MO		View Check
2000	281	05/02/2022	8	1	\$425.00	\$425.00	102100400	3557	1936102435	AR2DEPKW9DKNT	CHRISTOPHER CARLSON	05/02/2022	1	05/02/2022	NPAY	MO		View Check
2000	228	04/01/2022	14	1	\$425.00	\$425.00	102100400	2486	361024248	AR2DEPKW9DKNT	CHRISTOPHER CARLSON	04/01/2022	1	04/01/2022	NPAY	MO		View Check
1500	373	03/08/2021	4	1	\$43.78	\$43.78	104000029	7993		AR2DEPKW9DKNT	CHRISTOPHER CARLSON	03/05/2021	1	03/08/2021	EWV	ET		View EFT
1500	1785	02/22/2021	4	1	\$45.99	\$45.99	104000029	7993		AR2DEPKW9DKNT	CHRISTOPHER CARLSON	02/19/2021	1	02/22/2021	EWV	ET		View EFT
1500	1370	01/11/2021	5	1	\$50.29	\$50.29	104000029	7993		AR2DEPKW9DKNT	CHRISTOPHER CARLSON	01/08/2021	1	01/11/2021	EWV	ET		View EFT
1500	1203	12/28/2020	5	1	\$61.88	\$61.88	104000029	7993		AR2DEPKW9DKNT	CHRISTOPHER CARLSON	12/24/2020	1	12/28/2020	EWV	ET		View EFT



Make data readily available to act on!

Outgoing Payments

☒ ARPs & JPs

☐ OGs

☒ Active

☒ Inactive

☒ IV-D

☒ Non-IV-D

☒ Default

☐ EPC - No payment in 90 days

☐ DD - No payment in 180 days

☒ AW

☒ No AW

Delivery Method:

☒ Unspecified

☒ Paper

☒ Email

☒ Paper & Email

☒ Web

☒ Text

☒ QR Code

☒ Email & Text

☒ Paper & Text

☒ Temp Away

All

None

Text:

☒ Blocked

☒ Not Blocked

Email:

☒ Blocked

☒ Not Blocked

☐ No payment to RecipientID (New RecipientID)

☒ No Refund

☒ Refund

☒ EPC (Unactivated)

☒ EPC

☒ DD-Checking

☒ DD-Savings

☒ Warrants

☒ BRI

☒ No BRI

☒ Misapplied

☒ No Misapplied

☒ Email

☒ No Email

☒ Cell

☒ No Cell

10-04-2022

Load Data from db

Filter Data

1-100 of 10,851 (\$3,575,623.13)

Click on column headers to sort.

View: 10 25 50 100

pmt.RecipientID	Called	PmtKey	pmt.PayeeName	UserType	p.SSN	Actv	PmtStatus	Reason	Operator	DelMthdDer	Amount	OffsetAmt	Rfnd	ActlPmtMth	Account	Reissue	OrigPmtNum	FncI	AW	BRI	Misappld	LstPmtMtd	LstPmtSrc	Exmpt
AR2FF3F2GHWZ4	☐	SET	RS38B6WTTW587	XENIA ARIADNE VE	PAYEE	5446	1	SDU Offset		Email & Text	\$0.00	\$100.00		DD-Checking	12316469			1				1		
AR276KKXGXRZ	☐	SET	RS38B6WVWFCSM	KELLI SUZANNE KIP	PAYEE	5179	1	SDU Offset		Email & Text	\$0.00	\$187.13		DD-Checking	20482658			1				1		
AR2CH2GTFFPYB9	☐	SET	RS38B6WN89957	LYNETTE REA EHM	PAYEE	8520	1	SDU Offset		Email & Text	\$0.00	\$35.55		Warrant				2						N
AR3XF5JMQUFXH	☐	SET	RS38BTMPX35SP	ENRIQUE FRANCIS	PAYOR	4312	1	Imported		Email & Text	\$4.00		1	Warrant		1						ET	EWV	N
AR3PM3MY9YX68	☐	SET	RS38BTMPX3G8Q	HTEE M SHEE	PAYOR	9868	1	Imported		Text	\$92.29		1	Warrant		1						ET	NPAY	N
AR3D5FXHK6P7T	☐	7/5/2021	RS38BTMPX2JXN	NORMA ELIZABETH	PAYEE		1	Imported		Email & Text	\$109.00			Warrant		1								N
AR256JZH2Q6WC	☐	SET	RS38BTMPXSPHM	CHRISTOPHER RYAN	PAYOR	8491	0	Imported		Email & Text	\$163.00		1	Warrant		1						ET	IPAY	N
AR3JCJK62PLSK	☐	10/10/2021	RS38BNMKM4N2Y	BARI SALAHULDIN	PAYEE	8246	1	Imported		Email & Text	\$25.00			Warrant		1								N
AR34YTSQ5JJHV	☐	7/2/2021	RS38BHMCI3J9T	FELIPA S DANCER	PAYEE	3161	1	Imported		Text	\$518.00			Warrant		1								N
AR2CH2GSM52JH	☐	7/30/2021	RS38BHMCI2XV9	KARINA VANESSA	PAYEE		1	Imported		Email & Text	\$419.00			Warrant		1								N
AR2CH2GRMTWTX	☐	7/2/2021	RS38BHMCIQ467	MEGAN JO HATFIELD	PAYEE	6540	1	Imported		Text	\$30.35			Warrant		1								N
AR3XF5JMQUFXH	☐	SET	RS38BBLV2XB2Q	ENRIQUE FRANCIS	PAYOR	4312	1	Imported		Email & Text	\$140.97		1	Warrant		1						ET	EWV	N
AR3PVMWYP7GTX	☐	7/22/2021	RS38BBLV2WY4S	MARIA OSMAN AB	PAYEE	6691	1	Imported		Text	\$130.85			EPC	EF00U2149639669	1		1						
AR3G33QRM8B9W	☐	10/28/2021	RS38BBLV2WNP	SHARON LYNN UN	PAYEE	7619	1	Imported		Text	\$50.00			Warrant		1								N
AR2FD349HFXTA	☐	SET	RS38BBLV2V5SF	DUANE JAMES HO	PAYOR	8459	0	Imported		Email & Text	\$25.76		1	Warrant		1						ET	EWV	N
AR2FA42K3WVZ	☐	SET	RS38BBLV2VR7R	RYAN ALEXANDER	PAYOR	5129	0	Imported		Email & Text	\$18.74		1	Warrant		1						ET	IPAY	N
AR2CH6UZYTABG	☐	10/16/2021	RS38BBLV2T96Q	HANNAH HOA BAU	PAYEE	3161	1	Imported		Email & Text	\$44.31			DD-Checking	30002481983	1		1						
AR2CH2GT5SPDX	☐	SET	RS38BBLV2TQRZ	RHIANNON R MAR	PAYOR	2909	0	Imported		Text	\$34.62		1	Warrant		1		1				ET	EWV	N
AR2CH2GQZBC8R	☐	10/28/2021	RS38BBLV2SVTS	LATOYA T JOHNSON	PAYEE	0325	1	Imported		Text	\$10.39			Warrant		1		1						N
AR2CH2GQLBRVB	☐	SET	RS38BBLV2RT9T	TYLER MICHAEL JO	PAYOR	9584	0	Imported		Email & Text	\$45.70		1	Warrant		1						ET	EWV	N
AR3M465B2QNPR	☐	7/5/2021	RS379SLRFMTCT	ALICE BRINGE	PAYEE	8472	1	Imported		Text	\$15.25			Warrant		1								N
AR2Y25SDCPTHN	☐	SET	RS379SLRFLK94	FELICIA SUSAN CA	PAYEE	7984	0	Imported		Email & Text	\$8.42			DD-Checking	650032	1		1						
AR2DW2N8AGVKT	☐	8/27/2021	RS379SLRFKGK4	MARISOL CARDEN	PAYEE	7255	1	Imported		Email & Text	\$7.09			Warrant		1								N
AR2CUF684DFUN	☐	SET	RS379SLRFJ38Y	NATEYA R PETTIFO	BOTH	7860	1	Imported		Email & Text	\$259.62			Warrant		1								N
AR2CUDNGTQPQQ	☐	7/24/2021	RS379SLRFJ34	WENDY JACQUELIN	BOTH	1289	1	Imported		Email & Text	\$286.26			Warrant		1								N
AR2CH6N6D28BC	☐	SET	RS379SLRFJGH4	JASON MICHAEL F	PAYOR	9764	0	Imported		Email & Text	\$61.71		1	Warrant		1		2				ET	EWV	N
AR2CH2GQKFGP6	☐	7/11/2021	RS379SLRFG3Y9	ANTONIO J BERRY	PAYEE	5153	1	Imported		Email & Text	\$44.00			DD-Checking	1347919344329	1		1						
AR2CH2GRNSY29	☐	SET	RS366NXSQ33FY	DARRYL LEON FOX	PAYOR	7600	0	Imported		Text	\$211.38		1	Warrant		1						ET	EWV	N
AR2CH2GRNSY29	☐	SET	RS3638TTP4663	DARRYL LEON FOX	PAYOR	7600	0	Imported		Text	\$211.38		1	Warrant		1						ET	EWV	N
JP36V2HQVT7KR	☐	SET	RS38B6WYHKP4J	DANIEL & SCHUYL	PAYEE		1	Imported		Text	\$389.66			Warrant										N
JP3Y29VBTHQY	☐	6/8/2021	RS38B6WYHJWHQ	EVARISTO & SALEN	PAYEE		1	Imported		Unspecified	\$59.84			Warrant										N
JP3WM59Y4F92K	☐	6/8/2021	RS38B6WYHHMBF	MICHAELA & DEVI	PAYEE		1	Imported		Unspecified	\$98.00			Warrant										N
JP3QXQFGRYVX5	☐	SET	RS38B6WYHGT24	LEILA & WALLACE	PAYEE		1	Imported		Text	\$94.85			DD-Checking	7700431737			1						
JP3LP8ZX2RFV9	☐	SET	RS38B6WYHD6ZX	GARY & DONNA M	PAYEE		1	Imported		Email	\$127.39			DD-Checking	6255839422			2						
JP3GP84KRTYQ6	☐	SET	RS38B6WYHCRQH	TONIA GRAHAM W	PAYEE	7933	1	Imported		Text	\$39.98			EPC	EF00U2138478793			1						



Make data readily available to act on!

- Our office is currently notifying on all disbursements at a percentage rate greater than 99.00% which really is a huge value to all of those payment recipients!

Payment Notifications										
DATE	TOTAL # OF PAYMENTS	EMAILED ALERTS ONLY	TEXT ALERTS ONLY	EMAIL & TEXT ALERTS	PAPER & TEXT	PAPER & EMAIL	WEB	QR CODE	TOTAL PAYEEES ALERTED	% OF PAYS ALERTED
Sep-22	102,220	3,796	19,244	76,953	-	2	1,522	1	44,729	99.31%
Aug-22	113,147	4,359	21,268	85,065	-	2	1,740	2	45,346	99.37%
Jul-22	101,698	4,002	19,329	76,172	4	3	1,584	1	44,770	99.41%
Jun-22	110,855	4,390	21,261	82,796	10	4	1,661	8	45,829	99.35%
May-22	113,674	4,620	22,060	84,301	4	2	1,894	9	46,269	99.31%
Apr-22	103,253	4,359	20,726	75,714	15	2	1,728	18	45,881	99.33%
Mar-22	116,702	5,083	23,702	85,041	9	3	2,079	21	47,456	99.35%
Feb-22	98,223	4,278	19,975	71,492	2	3	1,753	14	44,007	99.28%
Jan-22	107,275	4,767	22,108	77,684	3	2	1,934	12	43,958	99.29%
Dec-21	105,144	4,685	21,836	75,904	4	3	1,909	12	45,037	99.25%
Nov-21	110,540	4,980	23,222	79,487	8	5	2,014	17	44,996	99.27%
Oct-21	103,380	4,673	22,021	73,903	3	3	1,964	17	45,033	99.23%
Sep-21	104,176	4,760	22,536	74,131	6	5	1,939	15	44,857	99.25%
Aug-21	113,287	5,337	24,881	79,953	7	4	2,179	18	45,432	99.20%
Jul-21	106,339	5,042	23,687	74,389	7	6	2,009	20	45,440	98.89%
Jun-21	121,406	5,673	26,960	84,455	10	6	2,304	30	46,588	98.38%
May-21	109,796	5,255	24,167	75,507	8	4	2,141	33	46,100	97.56%
Apr-21	111,346	5,427	24,516	76,104	10	9	2,172	37	46,528	97.24%
Mar-21	126,607	6,160	27,720	86,260	19	8	2,459	28	46,690	96.88%
Feb-21	103,184	5,035	22,471	69,986	10	5	2,007	24	43,664	96.47%
Jan-21	103,907	5,025	22,635	70,052	10	3	1,976	24	43,559	95.98%
Dec-20	127,114	6,119	27,520	85,236	9	5	2,409	24	45,406	95.44%
Nov-20	103,114	4,973	22,383	68,582	7	3	1,953	19	43,136	94.96%
Oct-20	111,253	5,390	24,276	73,274	6	5	2,199	36	43,978	94.55%
Sep-20	115,396	5,385	25,085	75,906	7	4	2,185	33	44,189	94.12%
Aug-20	115,952	5,626	25,072	75,471	6	9	2,229	45	43,706	93.54%
Jul-20	122,147	6,037	26,214	78,940	13	12	2,343	63	44,390	93.02%
Jun-20	129,460	3,394	14,110	10,795					28,299	21.86%
May-20	121,644	3,182	13,004	10,064					26,250	21.58%
Apr-20	111,738	2,823	11,930	8,938					23,691	21.20%
Mar-20	124,972	3,031	12,961	9,479					25,471	20.38%
Feb-20	106,084	2,518	10,741	7,804					21,063	19.86%
Jan-20	112,652	2,435	11,192	8,014					21,641	19.21%
Dec-19	124,414	2,478	12,135	8,366					22,979	18.47%
Nov-19	103,213	1,989	9,713	6,400					18,102	17.54%
Oct-19	118,160	2,153	10,448	6,806					19,407	16.42%
Sep-19	114,639	1,921	9,731	5,930					17,582	15.34%
Aug-19	112,077	1,738	9,004	5,025					15,767	14.07%
Jul-19	122,627	1,700	9,043	4,439					15,182	12.38%
Jun-19	108,375	1,404	7,394	3,301					12,099	11.16%
May-19	118,496	1,379	6,842	2,731					10,952	9.24%
Apr-19	124,844	1,296	6,323	2,260					9,879	7.91%
Mar-19	114,064	1,142	5,580	1,891					8,613	7.55%
Feb-19	105,814	1,011	5,035	1,630					7,676	7.25%
Jan-19	116,972	1,051	5,380	1,614					8,045	6.88%



Acting on your data!

Outgoing Payments - Daily Counts for 10/4/2022



nst.noreply@nebraska.gov

To **NST ChildSupport**

Cc Amaya, Janelle

Text Only: 2,195

Email Only: 454

Text and Email: 7,829

Web Only (neither blocked): 3

Web - Email Blocked: 54

Web - Text Blocked: 104

Web - Text and Email Blocked: 49

Unspecified: 163

All Notices: 10,902

All Text: 10,024

All Email: 8,283

All Web: 210

- We reduce the likelihood of a payment being deposited in a closed bank account/or mailed to an incorrect address/or being loaded to a lost pre-paid bank card!
- We have fielded numerous calls if and when this is happening and have time to correct the problems before they happen!
- 2019 we escheated 241 payments from ReliaCard totaling \$90,739 to Unclaimed Property!
- 2020 we escheated 183 payments from ReliaCard totaling \$57,920 to Unclaimed Property!
- 2021 we escheated 53 payments from ReliaCard totaling \$32,284 to Unclaimed Property!
- 2022 we will be escheating approximately 43 payment totaling \$29,846.69 to Nebraska's Unclaimed Property!
- Notices let people know when they are getting money, how they are getting money, where the money will be going, and this reduces the chances of the money not getting to them!



Collecting more data!

How would you like
your receipt?

 **Text**

☒1234
☐9999
☐1010
Use Different Number

 **Email**

☐abc@gmail.com
☒123@gmail.com
Use Different E-mail

 **Print**

No receipt, thanks.

Submit

✕ **Quit**

< **Back**

Need help? 1-877-631-9973 Opt. 3

 **Español**



Collecting more data by delivering value!

Seven Self-Service Kiosks Currently Live!

The Nebraska Child Support Payment Center has installed seven new self-service kiosk locations where child support paying parents can make payments. Please review below for the nearest kiosk to your location and stop by to make a payment. The kiosks accept cash, debit card (no fee), credit card (2.49% service fee), personal/business checks, and even money orders. If you need your QR Code, text “code” to (402) 205-0116 to be directed to the Agency Related Person (ARP) ID look-up code page. All other questions call 1-877-631-9973, option 3.

- In the north entryway of the Nebraska Child Support Payment Center, a division of the State Treasurer’s Office, at [421 S 9th, in Lincoln.](#)
- The entryway of the Douglas County Clerk of the District Court on the third floor of the Hall of Justice, [1701 Farnam St., in Omaha.](#)
- The Sarpy County Jail entryway, at [1208 Golden Gate Dr., in Papillion.](#)
- The waiting room area of the DHHS building at [209 N 5th, in Norfolk.](#)
- The hallway outside of Hall County Child Support Office, at [203 W 2nd St, in Grand Island.](#)
- The Buffalo County District/County Court entryway, at [1520 Central Ave., in Kearney.](#)
- The Scotts Bluff County Court House entryway, at [1825 10th, in Gering.](#)



Collecting more data by delivering value!

NE Rapid Pay Android/Apple Remote Deposit Capture App

App Store 11:17 AM Thu Oct 6 100%

EST. 1867
SDU

Username

Password

[Forgot your password?](#)

☐ **Enable Touch ID**

Login

Register

or

Pay As Guest

NE Rapid Pay app offers payers a mobile capture application for use in capturing images of checks (front and back) and depositing those checks into the Nebraska Child Support Payment Center's account. Payments accepted through NE Rapid Pay will be posted to your child support account on the current day if received by 3pm CT and on the following business day if after 3pm CT. Payers will receive the effective date corresponding with the date you process the payment through the app. Employer payments will have the provided pay date used for an effective date. A receipt will be provided after a payment is accepted and delivered via email. It is your responsibility to verify the accuracy of your account information and the amount of the accepted payment as shown on the receipt. Use of this app to submit payments constitutes acknowledgement that the NCSPC and the processor of the payments assume no responsibility for the data entered by you.

Note: there are no fees. Connectivity and usage rates may apply for mobile deposit services. Contact your wireless provider for details.

Back To Top

11:33 AM Thu Oct 6 99% **Logout**

Start a New Payment

Employers Paying Child Support

Individuals Paying Child Support

Payment **Settings**



Collecting more data by delivering value!

NE Rapid Pay Android/Apple Remote Deposit Capture App

10:49

< Forms 

Individuals Paying Child Support

Full Name

Amount optional

Applicable Date
October 06, 2022

ARP ID (or Case #) 

Next

 Payment  Activity  Settings

10:50

< Forms 

Employers Paying Child Support

Employer Name

Employer FTIN optional

Employee Full Name

Amount optional

Applicable Date
October 06, 2022 

ARP ID (or Case #) 

Next

 Payment  Activity  Settings



Collecting more data by delivering value!

NE Rapid Pay Android/Apple Remote Deposit Capture App

3:40 PM Tue Sep 14

< Back

Pay With Check

Total Payment
\$271.00

Check Amount
\$271.00

Check Front

Photo of check front showing:

- Pay to the order of: NCS PC
- Amount: \$271.00
- Two hundred seventy one & 00/100
- Signature: Charlie Brown
- Check number: 3594
- Date: Sept 9, 2021

Check Back

Photo of check back showing MICR line.

Submit

Payment Settings

TestFlight 11:34 AM Wed Sep 15

Logout

Success

Keep your check for 11 days in case the original is needed. You should destroy it after.

Receipt Number: 125817244

Amount: \$271.00

Date: 2021-09-15

Individuals Paying Child Support

Full Name: Charlie Brown

Amount: \$271.00

Applicable Date: September 15, 2021

ARP ID (or Case #): CI123456

Email Receipt

Payment Settings



Collecting more data by delivering value!

Most valuable data you can collect on your paying/receiving parents is their mobile phone numbers and their email addresses!

	Counts	%
Active #paying parents (non-JP)	110,911	100%
we have mobile	72,610	65%
we have email	48,289	44%
Active #receiving parents (non-JP)	109,887	100%
we have mobile	79,754	73%
we have email	62,693	57%
Active #joint party parents	193	100%
we have mobile	78	40%
we have email	48	25%
Active #both parents (non-JP)	9,425	100%
we have mobile	8,998	95%
we have email	7,478	79%
Active #neither parents (non-JP)	63	100%
we have mobile	48	76%
we have email	38	60%

	count	%
Active #paying parents (non-JP)	110,911	100%
we have mobile	72,610	65%
mobile is blocked	1,398	1%
mobile is not blocked	71,212	64%
we have email	48,289	44%
email is blocked	1,897	2%
email is not blocked	46,392	42%
Active #receiving parents (non-JP)	109,887	100%
we have mobile	79,754	73%
mobile is blocked	2,000	2%
mobile is not blocked	77,754	71%
we have email	62,693	57%
email is blocked	3,316	3%
email is not blocked	59,377	54%
Active #joint party parents	193	100%
we have mobile	78	40%
mobile is blocked	1	1%
mobile is not blocked	77	40%
we have email	48	25%
email is blocked	4	2%
email is not blocked	44	23%
Active #both parents (non-JP)	9,425	100%
we have mobile	8,998	95%
mobile is blocked	440	5%
mobile is not blocked	8,558	91%
we have email	7,478	79%
email is blocked	384	4%
email is not blocked	7,094	75%
Active #neither parents (non-JP)	63	100%
we have mobile	48	76%
mobile is blocked	1	2%
mobile is not blocked	47	75%
we have email	38	60%
email is blocked	-	0%
email is not blocked	38	60%



Collecting
more data by
delivering
value!

The NCSPC NE Rapid Pay Android/Apple App is now one of the newest ways to pay child support by paper check/money order without buying an envelope or stamp to mail the payment! Scan the below QR Code to install the app.



For additional payment options at more than 160,000 payment locations, please scan the below QR Code and click the link which will direct you to our ARP-Lookup-Code page to determine your Agency Related Person (ARP) ID and be routed to the mobile responsive payment options page.



You may also **TEXT** the word “code” to **(402) 205-0116** to be directed to the ARP-Lookup-Code page if you are unable to scan the above QR Code.

If you do not have an SSN or prefer not to enter your SSN & would like your ARP, please contact NCSPC Customer Support (Toll-free): 1-877-631-9973, Option 3.



Results of data driven decision-making!

September 2022				
Total Contacts	CRM Contact Type	Today Who Is Calling	Vol	%
Unknown	836	Paying Parent	988	35.45%
Pay Party CC/DC/EC	551	Parent Receiving	676	24.26%
Rec Party PAY INQ	288	All Others	289	10.37%
Rec Party RELIACARD	153	Unknown	836	30.00%
Pay Party PAY INQ	136			
Pay Party AW	114			
Rec Party DD	114			
Rec Party INFO ENF	93			
Pay Party INFO ENF	85			
WEB ID/PASSWORD	73			
SDU OTHER OR HANGUP	36			
Pay Party PNM	33			
SPANISH	33			
WARRANT LOST/DUP	27			
Rec Party PAY HIST	26			
WEB ID UNLOCK	26			
zEMPLOYER OUTREACH	24			
zEMPLOYER IWO	22			
Pay Party BAL REQ	17			
WARRANT RETURNED	17			
zEMPLOYER PAY INQ	15			
Pay Party PAY HIST	14			
Pay Party DrvLic	12			
TAX INTERCEPT	9			
Pay Party BRI	8			
COLLECTIONS	4			
Pay Party Web Only	4			
zADDRESS Update	4			
zCASE WORKER/CSE	4			
Pay Party PAPER STMT	3			
Pay Party KIOSK CARD	2			
Rec Party DRA FEE	2			
zEMPLOYER ERROR	2			
	2,787			

September 2021				
Total Contacts	CRM Contact Type	Today Who Is Calling	Vol	%
Pay Party CC/DC/EC	664	Paying Parent	1,210	39.13%
Unknown	549	Parent Receiving	1,005	32.50%
Rec Party PAY INQ	546	All Others	329	10.64%
Rec Party RELIACARD	172	Unknown	549	17.76%
Pay Party PAY INQ	148			
Rec Party DD	135			
Pay Party INFO ENF	134			
Pay Party AW	133			
Rec Party INFO ENF	116			
WEB ID/PASSWORD	102			
SDU OTHER OR HANGUP	55			
zEMPLOYER IWO	43			
Pay Party PNM	41			
Rec Party PAY HIST	33			
zEMPLOYER OUTREACH	33			
WEB ID UNLOCK	30			
Pay Party BAL REQ	28			
Pay Party PAY HIST	18			
TAX INTERCEPT	17			
WARRANT LOST/DUP	15			
WARRANT RETURNED	15			
SPANISH	13			
zEMPLOYER PAY INQ	11			
Pay Party BRI	8			
Pay Party MONEYGRAM	7			
zADDRESS Update	5			
Pay Party DrvLic	4			
zCASE WORKER/CSE	4			
Pay Party KIOSK CARD	3			
Pay Party PAPER STMT	2			
Pay Party Web Only	2			
Rec Party DRA FEE	2			
COLLECTIONS	1			
Pay Party NO BILL	1			
Rec Party OVERPAY	1			
zEMPLOYER BRI	1			
	3,092			



Results of data driven decision-making!

September 2020				
Total Contacts	CRM Contact Type	Today Who Is Calling	Vol	%
Rec Party PAY INQ	663	Paying Parent	1,302	40.98%
Pay Party CC/DC/EC	633	Parent Receiving	1,227	38.62%
Rec Party RELIACARD	206	All Others	461	14.51%
Unknown	187	Unknown	187	5.89%
Pay Party INFO ENF	163			
Pay Party AW	154			
WEB ID/PASSWORD	153			
Rec Party DD	149			
Rec Party INFO ENF	148			
Pay Party PAY INQ	130			
Pay Party BAL REQ	93			
SDU OTHER OR HANGUP	58			
zEMPLOYER OUTREACH	58			
Rec Party PAY HIST	56			
zEMPLOYER IWO	47			
Pay Party PAY HIST	37			
Pay Party PNM	37			
WEB ID UNLOCK	37			
SPANISH	32			
WARRANT RETURNED	31			
TAX INTERCEPT	25			
WARRANT LOST/DUP	11			
zEMPLOYER PAY INQ	10			
COLLECTIONS	7			
Pay Party KIOSK CARD	7			
zCASE WORKER/CSE	7			
Pay Party BRI	6			
Pay Party DrLic	6			
zADDRESS Update	6			
Pay Party PAPER STMT	4			
Pay Party Web Only	4			
Rec Party OVERPAY	4			
zEMPLOYER ERROR	4			
Pay Party REQ Paper	2			
Pay Party MONEYGRAM	1			
Rec Party DRA FEE	1			
	3,177			

September 2019				
Total Contacts	CRM Contact Type	Today Who Is Calling	Vol	%
Rec Party PAY INQ	1,815	Paying Parent	2,047	33.68%
Pay Party INFO ENF	738	Parent Receiving	2,907	47.83%
Rec Party INFO ENF	692	All Others	934	15.37%
Pay Party CC/DC/EC	519	Unknown	190	3.13%
zEMPLOYER IWO	451			
Pay Party PAY INQ	244			
Pay Party BAL REQ	206			
Unknown	190			
Rec Party RELIACARD	164			
Rec Party DD	159			
Pay Party AW	150			
WEB ID/PASSWORD	138			
Pay Party DrLic	77			
zEMPLOYER OUTREACH	69			
Rec Party PAY HIST	66			
SDU OTHER OR HANGUP	64			
WEB ID UNLOCK	42			
SPANISH	40			
zEMPLOYER PAY INQ	34			
TAX INTERCEPT	31			
Pay Party PNM	30			
Pay Party PAY HIST	29			
zADDRESS Update	27			
zCASE WORKER/CSE	24			
WARRANT RETURNED	20			
WARRANT LOST/DUP	10			
Rec Party OVERPAY	7			
Pay Party BRI	6			
Pay Party MONEYGRAM	5			
zEMPLOYER ERROR	5			
COLLECTIONS	4			
Rec Party DRA FEE	4			
Pay Party KIOSK CARD	3			
Pay Party NO BILL	3			
Pay Party PAPER STMT	3			
Pay Party Web Only	3			
zEMPLOYER BRI	3			
zLEFT MESSAGE	3			
	6,078			



Results of data driven decision-making!

Cumulative Split Summary For: 2022 YTD, 2021, 2020, 2019, & 2018														
	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22		YTD Average :
Monthly Contacts Received	3,317	3,036	3,341	2,830	3,188	2,875	2,690	3,121	2,787					3,021
Daily Contacts Received	166	160	145	142	152	137	117	136	133					143
	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21		YTD Average :
Monthly Contacts Received	3,096	2,775	3,556	2,937	2,782	3,241	2,946	2,977	3,092	2,776	2,694	3,038		2,993
Daily Contacts Received	163	146	155	140	139	154	140	135	147	139	142	147		146
	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20		YTD Average :
Monthly Contacts Received	3,823	3,320	3,533	3,726	3,425	3,014	3,308	3,145	3,177	3,182	2,966	3,399		3,335
Daily Contacts Received	174	151	161	169	171	137	150	150	142	145	135	155		153
	43% Less	46% Less	45% Less	42% Less										
	than 2019	than 2019	than 2019	than 2019										
	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19		YTD Average :
Monthly Contacts Received	6,621	6,121	6,416	6,832	6,541	5,877	6,078	6,770	6,078	6,565	3,922	4,043		5,989
Daily Contacts Received	301	278	292	311	297	267	276	308	304	298	178	193		275
	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18		YTD Average :
Monthly Contacts Received	5,924	5,470	6,427	5,816	5,950	5,354	5,861	6,006	5,524	6,538	6,104	6,110		5,924
Daily Contacts Received	296	288	292	291	270	255	279	250	291	297	321	339		289



Results of data driven decision-making!

Customer Service Call Volumes Legislative Reporting Both Call Centers!

2021 Both Call Centers

9. The number of incoming telephone calls processed through the Customer Service Unit.
SDU Customer Service Center = 35,845
DHHS Customer Service Center = 184,295

2020 Both Call Centers

9. The number of incoming telephone calls processed through the Customer Service Unit.
A: SDU Customer Service Center = 38,840
B: DHHS Customer Service Center = 209,513

2019 Both Call Centers

9. The number of incoming telephone calls processed through the Customer Service Unit:
- SDU Customer Service Center = 68,500
 - DHHS Customer Service Center = 230,771

2018 Both Call Centers

9. The number of incoming telephone calls processed through the Customer Service Unit.
A: SDU Customer Service Center = 67,586
B: DHHS Customer Service Center = 251,720



How do you mess with your data!



WE HAVE LEARNED TO
WORK WELL WITH APIS TO
COLLECT, TRANSFER,
AUTOMATE, AND MAKE USE
OF DATA!



QUERIES HAVE ALWAYS
BEEN OUR FRIEND!



MAGIC DATA SCRIPTS
RUNNING TO AUTO-FIX OR
MASSAGE THE DATA!



GOING WITH WHAT YOU
KNOW BY ELIMINATING
UNNECESSARY STEPS WHEN
HANDLING YOUR DATA!



SPREADSHEET, WHILE NOT
IDEAL, STILL CURRENTLY
USING FOR A VARIETY OF
REASONS!



SCHEDULING EVENTS TO
WORK WITH YOUR DATA!



RECOGNIZING ALL SOURCES
OF DATA AND WEIGHING IN
ON WHICH MIGHT BE MORE
VALUABLE THAN THE
OTHER!



Four Year Raw Keystroke History 2022 YTD, 2021, 2020, 2019													Totals	Average
January-22	February-22	March-22	April-22	May-22	June-22	July-22	August-22	September-22	October-22	November-22	December-22			
216,596	194,434	207,790	189,275	244,937	197,990	209,248	207,507	215,265					1,883,042	209,227
January-21	February-21	March-21	April-21	May-21	June-21	July-21	August-21	September-21	October-21	November-21	December-21			
312,639	338,342	457,117	304,287	175,534	197,224	209,110	226,408	214,617	214,614	238,857	208,308		3,097,057	258,088
January-20	February-20	March-20	April-20	May-20	June-20	July-20	August-20	September-20	October-20	November-20	December-20			
506,423	475,724	440,710	331,775	266,221	306,834	342,591	346,922	311,291	383,138	323,896	340,556		4,376,081	364,673
January-19	February-19	March-19	April-19	May-19	June-19	July-19	August-19	September-19	October-19	November-19	December-19			
455,546	436,233	430,971	449,689	484,652	422,385	415,317	376,712	450,682	515,916	459,444	505,590		5,403,137	450,261

Results of data driven decision-making!

- Accomplishing more with less effort!
- Reduced time due to less manual intervention!
- Reduced errors due to less human intervention!
- Better performance and scalability!



Results of data driven decision-making!

Impacts to the workforce.....what are we all going to do now?

- Cross-train, cross-train, cross-train!
- Promote, promote, promote!
- Pay increases, pay increases, pay increases!
- Work on new identified low hanging fruit which your data will assist in identifying for you!
- Do things you have never done before!
- Obviously, likely to reduce the number of staff and our office has gone from 20 staff with 3 being part time at the end of 2019 to currently 12 staff with only 2 part time staff!
- All attrition has been a result of retirements, promotions, transfers and we have not had anyone quit the State of Nebraska!
- Less turn-over given the above situations.....people really do want more responsibility and opportunities to learn new skills!



Future of data driven decision-making!

What are we all going to do next?

Project to Move to Emailed Checks

Needs Serious Consideration

- Postage rates last year at \$0.55 and today at \$0.60 per paper payment
- On average more than 50 paper payments get lost in the mail every month
- Stop payments cost \$25.00 when a check gets lost, and we then have to mail out a replacement
- While the changes made last year of 1-3 business days to 1-5 business days may not seem much different, we are experiencing more along a 5-7 business day timeframe. USPS said most first-class mail, about 70%, will still arrive in under 5 days, but we are aware of some which never arrives.
- Email is in near real-time, which means the day we put a paper check in the mail is the same day emailed checks will arrive to be printed and deposited
- Emailing checks will allow for more options to include ACH overnight direct deposit/Push to Debit card/fund my PayPal account/and lastly, they can still just choose to have a paper check mailed out like they have always had



Future of data driven decision-making!

What are we all going to do next?

Project to Move to Emailed Checks Needs Serious Consideration

- More choices will benefit recipients/lower costs will benefit all
- Emailed payments going out as refunds/redirects will also more likely not get lost and or applied incorrectly given the destination desk can be identified via the email
- We will not be able to email checks outside of North America and these will get printed and mailed out first class
- Emailed checks is our first venture into Near Real-Time Disbursements and it will assist us in learning when we look to bring in Same Day ACH/Push to Debit Card and other future disbursement methods



Future of data driven decision-making!

What are we all going to do next?

Move more in the direction of open banking for all paying/receiving parents, employers and other receipt/disbursement clients will result in below benefits!

- Improved customer experience!
- Ensuring the highest security standards are being met
- Reduced service costs!
- Centralized information will add to your ability to make data driven decision-making even more prevalent!
- Innovative solutions to simplify the processes, provide for more options, and meet more needs, thereby delivering value!
- Instant settlement and/or also referred to as near real-time payment processing!
- Personalization for both the benefit of your office as well as the benefit of clients!



Future of data driven decision-making!

What are we all going to do next?

Combine our Centurion Cares customer call center software with AI voice response representatives (Max & Alice) to provide personal customer service to our callers 24/7/365 in conjunction with an AI text/web chatbot.

- Improve customer experience with ability to accept calls at all times!
- Reduced workload on live representatives so they can focus on outbound calls to deliver more value to all!
- More resources available to focus even further on our data to ascertain the best directions to go by making better decisions!
- Empowering our representatives, our partners, our customers and all who come into contact with our office!



Questions?

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“All of the greatest teams come to realize maintaining greatness is done so by recognizing there are always other teams doing somethings better than one’s own team!”

Anonymous