

WICSEC 2015

FORT WORTH
CITY OF COWBOYS AND CULTURE

Shaping the Future for Children

Successes, Innovations and
Trends in Child Support Program
Technology

wicsec
western interstate CHILD SUPPORT enforcement council
Dalworthington

MIDM

Mail Processing, Case Initiation, and Electronic Document Management Services (**MIDM**)

- Started June 2012
- Joint venture with vendor

Why Was This Project Necessary?

- 51 full-time employee positions were being eliminated
- State was also looking at ways to reduce office leasing expenses.



Goals of MIDM

- Manage workload
- Improve results
- Reduce inefficiencies



Achieving Goals



Centralized three functions:

1. Receive and process applications
2. Receive, scan and index incoming mail
3. Image and index all open cases.



Case Initiation

- ❖ Applications, referrals and transmittals are processed at the Intake Center.
- ❖ Processing includes:
 - ❖ open case
 - ❖ request initial documentation
 - ❖ monitor for return of documentation.
- ❖ An email notification is sent to the appropriate office advising of new case openings.

Success with Case Initiation

- Standardized processes
- Increased Efficiency
 - 4700 cases opened per month by 17 specialists
- Timely openings
 - Cases are opened within an average of 3.6 days

Mail Processing

- Scanning all mail
- Indexing
 - Each document is indexed using a Document Type, Sub-Type, IV–D case number and/or member number.
- An email notification is sent to the appropriate office(s) advising incoming documents.



Benefits of Mail Processing

- Ability to identify the type and amount of mail received for a given time frame.
 - 5000 documents received daily
- Field staff no longer spend time processing mail
- Misdirected mail is easily identified and sent to the appropriate party.

Document Management

- ❑ All open case files were imaged.
 - ❑ 362,000 cases and 52,800,000 pieces of paper scanned.
- ❑ 18-month project was completed in June 2014
- ❑ All open cases are now managed through the document management system.

Advantages of Document Management

- Efficient use of office space
 - FSD consolidated offices reducing from 22 to 16.
- Timely movement of cases from one office to another.
 - Improved service for customers
 - Cost effective for the state.

Document

Custom Queries

Custom Queries

Family Support Division

Instructions

Please enter desired search criteria

From Date

To Date

CASE#

12345678

MM#

SSN

(XXX-XX-XXXX)

Middle Name

First Name

Last Name

Subject

Date Received

M/d/yyyy

Office Location

Previous Results Next Results Options

Document Name (28)

- [1] 1467929 - DT:ENFORCEMENT; ST:670- Name:WILLIAM JORDAN MM:87654321
- [1] 1467928 - DT:MEMBER DEMOGRAPHICS; ST:WAGE STUBS - 8/14/2015 - Name:WILLIAM JORDAN MM:87654321
- [1] 1467927 - DT:ORDERS; ST:DECREE OF DISSOLUTION - 8/14/2015 - Name:WILLIAM JORDAN MM:87654321
- [1] 1467926 - DT:HEALTH INSURANCE; ST: - 8/14/2015 - Name:WILLIAM JORDAN MM:87654321
- [1] 1467925 - DT:CORRESPONDENCE; ST:LETTERS - GENERAL - Name:WILLIAM JORDAN MM:87654321

Document Edit Process Previous Document Next Document

TEST 1

Thank you

For more information about the
Missouri Intake Center contact

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