

## **Announcing: New Automated Features for Early Intervention and Monitoring (EIM)**

Earlier this month a new automated Early Intervention and Monitoring (EIM) process became effective in TXCSES to replace the current use of macros to monitor new obligations. The new process is designed to reduce the labor-intensive, manual effort required by the field and continue to forward EIMS objectives such as setting a non-custodial parent's (NCP's) behavior patterns early in the life of the case.

The EIM initiative began in FY2005 to bring a steady stream of income to the custodial parent. EIM automation targets orders recently entered on TXCSES that are not paying, with the goal of bringing them into paying status and preventing large arrears from occurring. These new processes will enhance the EIM in a number of ways.

The new process will:

- Select cases that meet EIM criteria each night
- Send a New Obligation Letter (NOBL) to the NCP outlining the monitored amounts due
- Create 10-, 30-, and 60-day open activities in TXCSES requiring user intervention
- Create Morning Mail activities to monitor the case
- Monitor payment activity through automated processes
- Close most activities automatically when the NCP is compliant

EIM is used to meet requirements related to child support payment delinquencies and to further division goals, such as ensuring child support is a dependable and consistent source of income for families. This initiative represents the CSD's continued improvements to EIM in order to enhance business operations, improve customer service and increase efficiency.