

PAID – Share your innovative automation practices

This session is a little unique because we aren't using the traditional set up of a State and Federal panel where the speakers have powerpoints and handouts. I bet you didn't realize it when you came in, but in this session, you the audience are going to be giving the presentation. I am just the facilitator that tries to keep the discussion going and trying to get you to share your innovative automation practices.

I have two helpers, Sha-ron Johnson and Joanne Benson of my staff that are going to give prizes to audience members who provide an innovative practice in their State, Territory or Tribe. They also have orders to try to stop a mass exodus.

I have done this before and it can either be very successful and gets high evaluations from the participants or it can be a disaster when I call on someone and ask about a project in their state and they look like a deer caught in the headlights and the person just stammers that they aren't aware of the project at all.

So I looked at the registration list in advance and called a couple of State staff and asked if I could call on them and have them give a short summary of some of their State's innovative automation projects.

So I am going to start off by calling on some of the audience to give a short summary or overview of an automation project in their State that has improved collections or reduced arrears. But feel free to raise your hand and offer a summary of a new system enhancement in your state.

I am going to start by calling on Pat Cerne of Arizona, because she is a panelist at the 3:30 session right after this session and she might have to sneak out early.

AZ- Pat Cerne

1. outbound IVR that is linked to Statewide CSE system
2. E-filing
3. Statewide arrears calculator

TX- Dalia Perez

1. Early intervention monitoring
2. Child support review process (related to automated enforcement)
3. PELO preparing easy legal orders software program.

OK – Ron Smith

1. EDIC (formally EPLN) their AEI filter process for freeze and seize

NY – Larry Knowles

2. Automated medical support execution
3. Automated personal injury claims settlement match
4. NYSFIM and health insurance data match

Anyone from PSOC here? – Think Region VII – locate initiative

Any other volunteers? Something your automated system does for current support or arrears that you are kind of proud of?

Recent PAID updates have been:

TN- Knox county case stratification

MA- Focus on Cases with highest arrears

OK- automating workers compensation intercept

MI- audio/video teleconferencing for incarcerated parents

Working on these PAID updates:

CA- San Francisco- Enhance Parental Involvement Collaboration

IL- Implementation of Address Change Service

PA- Crawford county- Employment training services for NCP

MO- sorting cases to improve collections

OH- Drives license reinstatement notification

WI – Milwaukee – outreach to incarcerated parents

Any State that does arrears forgiveness? If so, does your system track to make sure the client is complying with the terms of that forgiveness. i.e. staying current?

Any State whose system matches against prisoner databases or military reservists and reviews the order for possible downward modification?

Even if you aren't that familiar with the features of your statewide CSE system, almost all of you use the system. And I am sure you have a few complaints and suggestions for improvement. This is a good opportunity to complain a little, to bring up features about your system that you hope could be improved and find out if other States have done to address your complaints.

### **Alerts Filter**

For example, lets see a show of hands, how many of you feel you are being buried by your alerts? Pennsylvania established a filter for locate responses to eliminate duplicate responses and the filter also ages the locate responses. I think they said that they reduced locate alerts by 40%. The OCSE has a new FPLS release that also filters the FPLS locate responses to eliminate duplicate addresses and information. What a lot of States don't realize that this FPLS filter doesn't require any programming at the State level. It just requires the State to tell FPLS to turn on the filter. I think Michigan indicated it was reviewing alerts in order to reduce the number of unnecessary alerts to caseworkers.

Group show of hands questions

- Electronic Disbursement- 49 states offer direct deposit, 35 states offer debit cards, 15 states mandate one or other but give some exemptions

Phone interruptions - Innovations to filter the incoming client calls.

- Web-based customer service
  - Payment info
  - Status of case
  - Guideline calculator
    - IA - web based change of circumstances
    -

Not getting an answer on an interstate case from the other State

- OR, TX and CO - allow interstate caseworkers to access payment and status information on shared interstate cases.

Finding assets in the other state but not getting cooperation from the other state in freezing and seizing those assets

- IDEC (AEI) - 15 states participate. TX, OK, TN, - Any stories you want share about using the AEI filter feature of IDEC?

Clients not showing up for genetic testing, court dates, not bringing financial records.

Outbound IVR - North Carolina SIP grant, AZ - interface with ATLAS

Wasted time processing Clients requests for modification (change of circumstances) only to find out that they don't meet State threshold

- Iowa web-based calculator

Rekeying information from paper forms

How many of you have a process for downloading information on a case into a UIFSA transmittal form?

How many of you have a process for scanning or imaging documents. Not just checks and SDU information, but court orders and other child support paperwork?

How many of you still have a paper interface with TANF?

How many of you have an automated interface with SACWIS for initial referral?

- Mainframe to Web-based - Arkansas, Michigan, New Jersey (MA and ME for financials)
- Replacing or modifying statewide CSE system- 16 states
- How many of you have a system or process that can track your performance on incentive indicators, so that management or counties can track how they are doing on PEP, orders, collections etc.. How many States give the caseworker access to that information?
- 

### **Volunteers for complaints about system**

Any volunteers on what they would like improved on system?

How many of you hate duplicate locate alerts?