

**KIDS MASTER PLAN:
ALL PACKAGES**

ID	Task Name	SR #	SCE	Scor	Days	Start	Finish	% Cmp.
709	Display Jump Indicator On Screen When Worker Is In Jump Mode	98-044	C - A	206	46.02d	2/4/99	4/9/99	0%
715	Have User Return To The Last-Viewed QOD Screen-Not To First Qod Screen	98-081	C - A	216	46.02d	2/16/99	4/21/99	0%
721	04 - 08 - Income Maintenance				46.07d	2/26/99	5/3/99	0%
722	Eliminate Edit For Future Employment Date To Permit IW Notice	98-009	C - A	280	46.07d	2/26/99	5/3/99	0%
728	09 - Document Generation				446.06d	3/6/98	11/22/99	7%
729	DocGen Testing for OV3				44d	3/6/98	5/6/98	87%
733	PRWORA - Right To Hearing Notice		F		69d	3/5/99	6/10/99	0%
741	Change font/margins on all doc's	98-145	C - A		71d	3/19/99	6/28/99	0%
747	Eliminate/Or Modify LO03 Letter To DSS/HSD In Subcare Cases	98-066	C - A	141	41d	4/16/99	6/14/99	0%
753	New paternity judgment Doc's	98-146			101d	4/30/99	9/20/99	0%
759	Auto Delete PR01 Worklist After Pr04 Event/Percentage Order Reconciled	98-037	C - A	219	37d	5/28/99	7/20/99	0%
765	Generate Closure Notice To CP & other state in Responding-I'state cases	98-155	C	218	51d	6/11/99	8/23/99	0%
771	Generate Closure Notice To CP Even If No Valid Address	98-005	C - A	280	53d	6/11/99	8/25/99	0%
777	Chg Legal Doc's to "CSA" (NO EST)	97-008	C		101d	7/2/99	11/22/99	0%
783	04 - 13 - Locate (Case Mgmt)				67d	7/30/99	11/2/99	0%
784	Locate TimeLine		C		51d	7/30/99	10/11/99	0%
790	Locate Aging Report Mod's	98-119	C - A		51d	7/30/99	10/11/99	0%
796	PRWORA - Consumer Rpts	98-164	F		52d	8/20/99	11/2/99	0%
803	Case Mgmt Reporting Mod's				529d	3/23/98	3/30/00	12%
804	C370 Est Supp Aging Timeline Rpt.	98-139	C - A	250	42d	4/2/98	5/29/98	51%
810	Warrant Tracking Report Changes (D267)	98-137	C		43d	3/23/98	5/20/98	64%
816	C230 Emancipation Report: Exclude ARR/ARRN/FCAR/NFAR/KARR Cases	98-034	C - A	230	55d	12/31/99	3/16/00	0%
822	C232 Case by Status Type Report: Modify	98-152			55d	12/31/99	3/16/00	0%

This plan can and will be revised for many reasons; priorities may be reconsidered or clarified, new requests will be added, and better information with which to estimate will be acquired.

KIDS MASTER PLAN: ALL PACKAGES

ID	Task Name	SR #	SCE	Scor	Days	Start	Finish	% Cmp.
828	C243 Report Referrals > 15days - mod's	98-121			55d	12/31/99	3/16/00	0%
834	C324 Sub-Care Non-FPP Referrals Report: Modify	98-151			55d	12/31/99	3/16/00	0%
840	C371 Paternity Aging/ Timeline Report - mod's	98-142	C - A	71	55d	12/31/99	3/16/00	0%
846	C388 Report - DELETE	98-120			65d	12/31/99	3/30/00	0%
852	03 - 05 -Case Event Maintenance				485d	4/20/98	2/25/00	1%
853	Event History Report	98-013	C - A	278	40d	4/20/98	6/12/98	11%
859	Permit Case Event To Go Out To All IV-D Cases With Same Court Case Number	98-022	C - A	265	41d	12/31/99	2/25/00	0%
865	Permit Participant Event To Go Out To Cases For That Participant/Incl. Other Counties	98-026	C - A	252	41d	12/31/99	2/25/00	0%
871	Create PDEC Event for all cases in which participant was active	98-156	C - A	230	41d	12/31/99	2/25/00	0%
877	Add Event Types For Faxes Sent And Faxes Received	98-053	C - A	177	41d	12/31/99	2/25/00	0%
883	Add Event Types For Office Visit & Mail Received	98-057	C - A	164	41d	12/31/99	2/25/00	0%
889	Create Event When SSN Or DoB Is Changed For Participant	98-059	C - A	159	41d	12/31/99	2/25/00	0%
895	Create Participant Event When Commitment Information Is Entered/Ended	98-063	C - A	153	41d	12/31/99	2/25/00	0%
901	04 - 04 - Address Maintenance				80d	12/31/99	4/20/00	0%
902	Permit Entry Of Future Address Effective Date	98-020	C - A		80d	12/31/99	4/20/00	0%
908	PRWORA - Perf. Reporting				137d	3/9/98	9/15/98	17%
909	PRWORA - OCSE-157	98-074	F		127d	3/9/98	9/1/98	28%
910	BAA Activities				47d	3/9/98	5/12/98	75%
912	Development Activities				80d	5/13/98	9/1/98	0%
918	OCSE-157 by County	98-123	C - A		80d	5/27/98	9/15/98	0%
924	03 - 07 - Interstate Responses				270.94d	3/26/99	4/7/00	0%
925	Add International FIPS Codes	98-069		127	71d	12/31/99	4/7/00	0%
931	Lengthen other state Case #	98-040	C - A	211	46d	12/31/99	3/3/00	0%

This plan can and will be revised for many reasons; priorities may be reconsidered or clarified, new requests will be added, and better information with which to estimate will be acquired.

**KIDS MASTER PLAN:
ALL PACKAGES**

ID	Task Name	SR #	SCE	Scor	Days	Start	Finish	% Cmp.
937	Map Crt Order Info to UIFSA Doc's	98-051	C - A	187	46d	12/31/99	3/3/00	0%
943	PRWORA - Interstate	98-128	F		97d	3/26/99	8/10/99	0%
951	04 - 09 - Medical Insurance Maintenance				544d	3/23/98	4/20/00	0%
952	Permit Entry Of Medical Insurance Carried By Ncp For CP	98-047	C - A	205	80d	12/31/99	4/20/00	0%
958	Create ESHI Worklist When Case Is In MAOP Status	98-062	C - A	156	80d	12/31/99	4/20/00	0%
964	Add Nonfinancial Obligation For Medical Insurance Shared 50/50	98-071	C - A	116	80d	12/31/99	4/20/00	0%
970	PRWORA - Health Ins. Enf.	98-125	F		187d	3/23/98	12/8/98	0%
971	BAA Activities				40d	3/23/98	5/15/98	0%
973	Development Activities				82d	8/17/98	12/8/98	0%
981	03 - 02 - Schedule Maintenance				455d	6/1/98	2/25/00	0%
982	Permit/Support Minor Mom Paternity Processing/Appmts And Docs	98-012	C - A	278	41d	12/31/99	2/25/00	0%
988	App't Sch. For People besides NCP & CP	98-058	C - A	159	41d	12/31/99	2/25/00	0%
994	Permit/Support Genetic Testing On Fathers Other Than POTF/Appmts And Docs	98-016	C - A	274	41d	12/31/99	2/25/00	0%
1000	Permit Printing Of Daily Agency Appointment Calendar	98-052	C - A	180	41d	12/31/99	2/25/00	0%
1006	Create Edit Warning Message If Appointment Date Is Past Date	98-067	C - A	136	41d	12/31/99	2/25/00	0%
1012	Hold Tax Intercept Payments When Appeal Hearing Is Scheduled	98-077	C - A		41d	12/31/99	2/25/00	0%
1018	Eliminate Edits Preventing Night Court App'ts	98-056	C - A		24d	6/1/98	7/2/98	0%
1023	01 - 02 - Update Case And Part. Info.				80d	12/31/99	4/20/00	0%
1024	Eliminate Edit/Permit Workers To Use Inactive Role For Children To Show Custody	98-033	C - A	231	80d	12/31/99	4/20/00	0%
1030	Create Case Event When Participant Is Activated Or Inactivated	98-045	C - A	206	80d	12/31/99	4/20/00	0%
1036	Permit Active And Inactive CP In Foster Cases To Show Court-Ordered Payee	98-070	C - A	122	80d	12/31/99	4/20/00	0%
1042	Allow POTF to be a CP; Allow Paternity Doc's for a CP/POTF	98-157	C - A		80d	12/31/99	4/20/00	0%
1048	03 - 01 - Worklist Maintenance				442d	9/28/98	6/6/00	0%

This plan can and will be revised for many reasons; priorities may be reconsidered or clarified, new requests will be added, and better information with which to estimate will be acquired.

**KIDS MASTER PLAN:
ALL PACKAGES**

ID	Task Name	SR #	SCE	Scor	Days	Start	Finish	% Cmp.
1049	Change Navigation At List Worklist Screen So Select And Enter Views Worklist	98-054	C - A	176	80d	12/31/99	4/20/00	0%
1055	Whenever An Event Is Withdrawn/Eliminate The Corresponding Worklist	98-060	C - A	158	80d	12/31/99	4/20/00	0%
1061	Reorganize/Simplify Select Worklist Screen To Reduce Keystrokes	98-061	C - A	156	80d	12/31/99	4/20/00	0%
1067	Carry Case Or Participant # To Add Worklist Screen And Test Drive	98-064	C - A	153	80d	12/31/99	4/20/00	0%
1073	Ability to mass-reassign worklists to new workers by type	98-084	C - A?	140	80d	12/31/99	4/20/00	0%
1079	GRAD WL 30 days before Grad. Or 19th birthday	98-100	C - A	152	20d	12/31/99	1/27/00	0%
1081	Auto-delete IWOR Wlist when Prov. Entered	98-101	C - A		442d	9/28/98	6/6/00	0%
1091	04 - 01 - Register/Update Participants				46d	12/31/99	3/3/00	0%
1092	Mod's to Name List screens		C		46d	12/31/99	3/3/00	0%
1098	Search By 3 Or More Letters When Doing Participant Search	98-043	C - A	207	46d	12/31/99	3/3/00	0%
1104	Allow option of searching participants only w/in a county caseload	98-154	C - A	211	46d	12/31/99	3/3/00	0%
1110	Show that PIN Is Inactive	98-102	C - A	240	46d	12/31/99	3/3/00	0%
1116	07 - 01 Caseworker Referral Maintenance				46d	12/31/99	3/3/00	0%
1117	Permit Breakout Case Assignment For Interstate Pat To Paternity Workers	98-048	C - A	204	46d	12/31/99	3/3/00	0%
1123	03 -16 - Interview				46d	12/31/99	3/3/00	0%
1124	Navigate To More POTF Screens On Pat. Intv When More POTF's Are Entered	98-025	C - A	252	46d	12/31/99	3/3/00	0%
1130	Make Required Field edits less stringent	98-097	C	101	46d	12/31/99	3/3/00	0%
1136	Work Requirements				161.94d	9/8/99	4/20/00	0%
1137	Add New Disposition Codes For Contempt And Children First Appointments	98-028	C - A	241	80d	12/31/99	4/20/00	0%
1143	PRWORA - Work Req'tments	98-108	F		97d	9/8/99	1/21/00	0%
1152	04 - 11 - Criminal Actions Submenu				80d	12/31/99	4/20/00	0%
1153	Create Worklist For NCP When Parole Date Is Reached	98-049	C - A	194	80d	12/31/99	4/20/00	0%
1159	Revise/expand Commitment Reasons on Screen CMB	98-085	C - A	184	80d	12/31/99	4/20/00	0%

This plan can and will be revised for many reasons; priorities may be reconsidered or clarified, new requests will be added, and better information with which to estimate will be acquired.

KIDS MASTER PLAN: ALL PACKAGES

ID	Task Name	SR #	SCE	Scor	Days	Start	Finish	% Cmp.
1165	04 - 15 Outstanding Service of Process				80d	12/31/99	4/20/00	0%
1166	Create Event For Unsuccessful Service Of Process Disposition	98-035	C - A		80d	12/31/99	4/20/00	0%
1172	Financial Inst. Matching				303d	2/23/98	4/21/99	21%
1173	PRWORA - Financial Inst. Matching	98-126	F		303d	2/23/98	4/21/99	21%
1183	04 - 10 Bankruptcy Maintenance				80d	12/31/99	4/20/00	0%
1184	Fix Bankruptcy Suspension/Restart Processing When Bankruptcy Ends	98-055	C - A	168	80d	12/31/99	4/20/00	0%
1190	03 - 18 Criminal Referrals				50d	1/25/99	4/2/99	0%
1191	Make CFA Work	97-013	C		50d	1/25/99	4/2/99	0%
1196	04 - 03 -Child Supplemental Data Update				80d	12/31/99	4/20/00	0%
1197	Upon TPR, create event for all cases with that child	98-093	C - A	7	80d	12/31/99	4/20/00	0%
1203	INTERFACES TEAM				585d	12/15/97	3/9/00	31%
1204	UI-RELATED WORK				584d	12/15/97	3/8/00	49%
1205	UI Intercept Revisions		C		60d	12/15/97	3/5/98	100%
1210	UI Follow-on: Cases with wrong CC # suffixes				25d	2/23/98	3/27/98	100%
1214	UI Intercept Phase II Requirements (???)				49d	12/31/99	3/8/00	0%
1220	Stop Intercepting on SPSL Obi's	98-190			43d	4/30/98	6/29/98	5%
1226	IV-A/IV-D ISSUES				164d	1/26/98	9/9/98	42%
1227	IV-A/IV-D Good Cause		S	280	51d	7/1/98	9/9/98	0%
1233	W2 Cleanup efforts (w/o SR's)				99d	1/26/98	6/10/98	56%
1234	Duplicate Cases Report				79d	2/16/98	6/4/98	67%
1238	Cases with Invalid IV-A #'s Report				55d	3/16/98	5/29/98	67%
1242	On-Line LINKS Problems (ELx Screens)				51d	4/1/98	6/10/98	52%
1247	Screen ELF-Vary Sub-Care Start Date				90d	1/26/98	5/28/98	51%

This plan can and will be revised for many reasons; priorities may be reconsidered or clarified, new requests will be added, and better information with which to estimate will be acquired.

KIDS MASTER PLAN: ALL PACKAGES

ID	Task Name	SR #	SCE	Scor	Days	Start	Finish	% Cmp.
1251	W-2 Pre-Elig Closures				23d	4/27/98	5/27/98	17%
1255	Restrict Sub/Kin Care Case Type chgs	97-031	F		100d	2/1/98	6/19/98	40%
1263	Alert of FC Termination (ECCL WL's)	97-021	C		142d	2/5/98	8/21/98	48%
1271	IRP Waiver Study				43d	4/1/98	5/29/98	50%
1273	08 - CSENET Related Functions				146d	1/5/98	7/24/98	45%
1274	CSENET (Phase I: QLOC's)	98-109	F	168	136d	1/5/98	7/10/98	66%
1280	CSENET (Phase 2: Tax Intercept Notification)	98-159	F	246	70d	4/20/98	7/24/98	4%
1286	Credit Bureau Reporting				51d	5/25/98	8/3/98	0%
1287	Credit Bureau Reporting	98-163	S		51d	5/25/98	8/3/98	0%
1293	04 - 13 -Locate				570d	1/5/98	3/9/00	12%
1294	Locate Eif. Assessment		S		106d	1/5/98	5/29/98	20%
1296	Convene Locate Workgroup To Fix Locate Problems		C - A		80d	6/1/98	9/18/98	0%
1301	Universe SSN Validation	97-020	F		36d	2/9/98	3/30/98	100%
1309	SSN Verification Follow-Up Report				17d	4/14/98	5/6/98	100%
1314	Postal Services Report	98-147			24d	4/15/98	5/18/98	80%
1316	Locates - DOT DL		S		91d	2/20/98	6/28/98	34%
1322	Locates - DOT VR		S		35d	8/5/98	9/22/98	0%
1327	Locates - BEER		S		35d	8/12/98	9/29/98	0%
1332	Locates - SSI		S		35d	8/19/98	10/6/98	0%
1337	Locates - IRS		S		35d	8/26/98	10/13/98	0%
1342	Locates - DOR		S		35d	9/2/98	10/20/98	0%
1347	Locates - MMIS		S		35d	4/30/98	6/17/98	1%
1352	Locates - UCB Internet		S		35d	5/7/98	6/24/98	0%

This plan can and will be revised for many reasons; priorities may be reconsidered or clarified, new requests will be added, and better information will be acquired, which to estimate will be acquired.

**KIDS MASTER PLAN:
ALL PACKAGES**

ID	Task Name	SR #	SCE	Scor	Days	Start	Finish	% Cmp.
1357	Locates - Credit B.: DTEC		S		35d	6/29/98	8/14/98	0%
1362	Locates - Credit B.: Trace Plus		S		35d	6/29/98	8/14/98	0%
1367	Locates - Credit B.: MetroNet		S		35d	6/29/98	8/14/98	0%
1372	PRWORA - EFPLS (SCR/FCR)		F		116d	6/1/98	11/9/98	0%
1378	PRWORA - Coll./Use of SSNs		F		69d	7/27/98	10/29/98	0%
1387	PRWORA - Loc.-I'state Networks		F		76d	8/25/98	12/8/98	0%
1393	Stop Locate Activity And Worklists On Closed Cases	98-031	C - A	234	51d	9/8/98	11/17/98	0%
1399	Limit DWD wage-match to last 4 quarters (Needed? Had advised issue be addressed by D	97-027			50d	12/31/99	3/9/00	0%
1404	Health Care Interfaces				92d	4/30/98	9/4/98	3%
1405	MMIS Interface (placeholder SR)	98-166	S	116	92d	4/30/98	9/4/98	3%

**SERVICE REQUESTS
(and MASTER PLAN ITEMS WITHOUT SERVICE REQUESTS)**

GROUP-INGS	App. S.R.#	M.P.Line	DESCRIPTION	SCORE	CSCA LIST	TM Pt	Approx. Size	Sec	Cty List2
01 - 02 - Update Case And Part. Info.	98-033		Eliminate Edit/Permit Workers To Use Inactive Role For Children To Show Custody	230.5	15.b.6	C	X	C	A
	98-045		Create Case Event When Participant Is Activated Or Inactivated	205.7	15.f.1	C	S	C	A
	98-070		Permit Active And Inactive CP In Foster Cases To Show Court-Ordered Payee	122.0	15.c.4	C	X	C	A
	98-157		Allow POTF to be a CP; Allow Paternity Docs for a CPPOTF		15.h.9	C	L	C	A
03 - 01 - Worklist Maintenance	98-054		Change Navigation At List Worklist Screen So Select And Enter Views Worklist	175.8	15.b.9	C	M	C	A
	98-060		Whenever An Event Is Withdrawn/Eliminate The Corresponding Worklist	158.1	15.f.6	C	M	C	A
	98-061		Reorganize/Simplify Select Worklist Screen To Reduce Keystrokes	156.5	15.b.9	C	X	C	A
	98-064		Carry Case Or Participant # To Add Worklist Screen And Test Drive	153.0	15.b.10	C	X	C	A
	98-084		Ability to mass-reassign worklists to new workers by type	140.0	15.g.5	C	X	C	A?
	98-100		GRAD WL 30 days before Grad. Or 19th birthday	151.7	BCS Policy	C	S	C	A
	98-102		Schedule Maintenance						
03 - 02 - Schedule Maintenance	98-012		Permit /Support Minor Mom Paternity Processing/Appts And Docs	277.8	15.a.7	C	L	C	A
	98-058		Appointment Scheduling For Participants Other Than NCP And CP	159.2	15.a.3.3	C	L	C	A
	98-016		Permit/Support Genetic Testing On Fathers Other Than POTF/Appts And Docs	273.5	15.a.8	C	S	C	A
	98-052		Permit Printing Of Daily Agency Appointment Calendar	180.0	15.z.	C	M	C	A
	98-056		Blind Date	164.5	15.d.4	C	S	C	A
	98-067		Create Edit Warning Message If Appointment Date Is Past Date	135.7	15.a.3.2	C	S	C	A
	98-077		Hold Tax Intercept Payments When Appeal Hearing Is Scheduled		1.c	C	L	C	A
03 - 04 - Good Cause Claims	407		IV-A/IV-D Good Cause	280.0		I N	M	S	
03 - 05 - Case Event Maintenance	98-013		Create Chronological Case Event Report Which Includes Event Notes	277.8	15.a.5	C	M	C	A
	98-022		Permit Case Event To Go Out To All IV-D Cases With Same Court Case Number	264.9	15.a.9	C	L	C	A
	98-026		Permit Participant Event To Go Out To Cases For That Participant/Incl. Other Counties	252.0	15.a.10	C	L	C	A
	98-156		Create PDEC Event for all cases in which participant was active	230.0	15.h.10	C	S	C	A
	98-053		Add Event Types For Faxes Sent And Faxes Received	177.2	15.c.2	C	S	C	A
	98-057		Add Event Types For Office Visit & Mail Received	164.3	15.c.6	C	S	C	A
	98-059		Create Event When SSN Or DoB Is Changed For Participant *	158.9	15.f.5	I	M	C	A
03 - 07 - Interstate Responses	98-063		Create Participant Event When Commitment Information Is Entered/Ended	153.2	15.d.6	C	S	C	A
	98-040		Lengthen Interstate Case Number/Other States Use Longer Numbers	210.8	14.g.3	C	M	C	A
	98-051		Map Court Order Information To UIFSA Documents	187.0	15.d.8	C	X	C	A
03 - 09 - Liens	98-128	267	PRWORA - Interstate			C	X	F	A
	98-127	224	PRWORA - Liens and Seizures			C	L	F	A

*Approx. Size" definitions: S = 30 days or less; M = 30-60 days; L = 60-90 days; X = more than 90 days. Includes Requirements, design, Coding, and Systems Testing. Excludes waiting for Approvals and UAT.

SERVICE REQUESTS

(and MASTER PLAN ITEMS WITHOUT SERVICE REQUESTS)

GROUP-INGS	S.R.#	App. M.P. Line	DESCRIPTION	SCORE	CSCA LIST	TM	Pr	Approx. Size	Sec	City List?
01 - 02 - Update Case And Part. Info.	98-033		Eliminate Edit/Permit Workers To Use Inactive Role For Children To Show Custody	230.5	15.b.6	C		X	C	A
	98-045		Create Case Event When Participant Is Activated Or Inactivated	205.7	15.f.1	C		S	C	A
	98-070		Permit Active And Inactive CP In Foster Cases To Show Court-Ordered Payee	122.0	15.c.4	C		X	C	A
	98-157		Allow POTF to be a CP; Allow Paternity Doc's for a CP/POTF		15.h.9	C		L	C	A
03 - 01 - Worklist Maintenance	98-054		Change Navigation At List Worklist Screen So Select And Enter Views Worklist Whenever An Event Is Withdrawn/Eliminate The Corresponding Worklist	175.8	15.b.9	C		M	C	A
	98-060		Reorganize/Simplify Select Worklist Screen To Reduce Keystrokes	158.1	15.f.6	C		M	C	A
	98-064		Carry Case Or Participant # To Add Worklist Screen And Test Drive	156.5	15.b.9	C		X	C	A
	98-084		Ability to mass-reassign worklists to new workers by type	153.0	15.b.10	C		X	C	A
	98-100		GRAD WL 30 days before Grad. Or 19th birthday	140.0	15.g.5	C		X	C	A?
03 - 02 - Schedule Maintenance	98-012		Permit /Support Minor Mom Paternity Processing/Appnts And Docs	151.7	BCS Policy	C		S	C	A
	98-038		Appointment Scheduling For Participants Other Than NCP And CP	277.8	15.a.7	C		L	C	A
	98-016		Permit/Support Genetic Testing On Fathers Other Than POTF/Appnts And Docs	159.2	15.a.3.3	C		L	C	A
	98-052		Permit Printing Of Daily Agency Appointment Calendar	273.5	15.a.8	C		S	C	A
	98-056		Eliminate Edits Which Prevent Appointment Scheduling For Night Court (Completed)	180.0	15.z.	C		M	C	A
	98-067		Create Edit Warning Message If Appointment Date Is Past Date	164.5	15.d.4	C		S	C	A
	98-077		Hold Tax Intercept Payments When Appeal Hearing Is Scheduled	135.7	15.a.3.2	C		S	C	A
03 - 04 - Good Cause Claims	407		IV-A/IV-D Good Cause		1.c	C		L	C	A
03 - 05 - Case Event Maintenance	98-013		Create Chronological Case Event Report Which Includes Event Notes	280.0		I	N	M	S	
	98-022		Permit Case Event To Go Out To All IV-D Cases With Same Court Case Number	277.8	15.a.5	C		M	C	A
	98-026		Permit Participant Event To Go Out To Cases For That Participant/Incl. Other Counties	264.9	15.a.9	C		L	C	A
	98-156		Create PDEC Event for all cases in which participant was active	252.0	15.a.10	C		L	C	A
	98-053		Add Event Types For Faxes Sent And Faxes Received	230.0	15.h.10	C		S	C	A
	98-057		Add Event Types For Office Visit & Mail Received	177.2	15.e.2	C		S	C	A
	98-059		Create Event When SSN Or DoB Is Changed For Participant -	164.3	15.e.6	C		S	C	A
	98-063		Create Participant Event When Commitment Information Is Entered/Ended	158.9	15.f.5	I		M	C	A
03 - 07 - Interstate Responses	98-040		Lengthen Interstate Case Number/Other States Use Longer Numbers	153.2	15.d.6	C		S	C	A
	98-051		Map Court Order Information To UIFSA Documents	210.8	14.g.3	C		M	C	A
	98-128	267	PRWORA - Interstate	187.0	15.d.8	C		X	C	A
03 - 09 - Liens	98-127	224	PRWORA - Liens and Seizures			C	N	X	F	A

"Approx. Size" definitions: S = 30 days or less; M = 30-60 days; L = 60-90 days; X = more than 90 days. Includes Requirements, design, Coding, and Systems Testing. Excludes waiting for Approvals and UAT.

**SERVICE REQUESTS
(and MASTER PLAN ITEMS WITHOUT SERVICE REQUESTS)**

GROUP-INGS	S.R.#	App. M.P. Line	DESCRIPTION	SCORE	CSCA LIST	TM Pt	Approx. Size	Sec	City List?
03 - 11 - Paternity Testing	98-024		Use Actual DoB To Calc. Concept. Period/Not Estimated DoB	258.0	15.d.10	C	S	C	A
	98-133		Paternity data to CHS			C	L	S	A
	98-134	210	PRWORA - Paternity			C	L	F	
	98-094	326	PITL/PATL	247.3		C	L	C	
03 - 12 - IW Provisions	98-110	43	New Hire			F	X		
	98-003	525	Stop Changing IW Status When Provisions Are Unlinked			F	M	C	A
	98-101		Auto Delete IWOR Worklists when IW Provision entered		BCS Policy	C	S	C	A
	97-025	62	Default IW to "I" and "ACTV"		15.u.	F	S		
03 - 16 - Interview	98-025		Navigate To More POTF Screens On Pat. Intv When More POTF's Are Entered	252.0	15.d.7	C	M	C	A
	98-097		Make Required Field edits less stringent	100.8	15.g.8, 15.g.10	C	S	C	
03 - 18 - Criminal Referrals	97-013	321	Make CFA Work			C	M	C	
	98-043	316	Mod's to Name List screens			C	S	C	
04 - 01 - Register/Update Participants	98-154		Search By 3 Or More Letters When Doing Participant Search	206.8	15.b.3	C	L	C	A
	98-102		Allow option of searching participants only w/in a county caseload	210.9	15.1.2	C	L	C	A
	98-102		Show that PIN is Inactive	240.0	BCS Policy	C	S	C	A
	98-104	191	NCP Data Screen for CP's also	94.5		C	S	C	
04 - 04 - Child Supplemental Data Update	98-093		Upon TPR, create event for all cases with that child	6.5	15.h.7	C	S	C	A
04 - 04 - Address Maintenance	98-020		Permit Entry Of Future Address Effective Date	270.0	15.c.9	C	L	C	A
04 - 08 - Income Maintenance	98-009		Eliminate Edit For Future Employment Date To Permit IW Notice	280.0	15.e.10	C	L	C	A
04 - 09 - Medical Insurance Maintenance	98-047		Permit Entry Of Medical Insurance Carried By Ncp For CP	204.6	15.c.3	C	M	C	A
	98-062		Create ESHI Worklist When Case Is In MAOP Status	156.1	15.d.3	C	S	C	A
	98-166		MMIS Interface (placeholder SR)	116.3	11.f.	I	?	S	
	98-071		Add Nonfinancial Obligation For Medical Insurance Shared 50/50	116.3	15.c.3.1	C	S	C	A
	98-125	252	PRWORA - Health Ins. Enf.			C	M	F	
04 - 10 - Bankruptcy Maintenance	98-055		Fix Bankruptcy Suspension/Restart Processing When Bankruptcy Ends	168.1	15.b.1	C	L	C	A
	98-049		Create Worklist For NCP When Parole Date Is Reached	193.9	15.f.3	C	S	C	A
04 - 11 - Criminal Actions Submenu	98-085		Revise/expand Commitment Reasons on Screen CMB	184.0	15.y	C	S	C	A

"Approx. Size" definitions: S = 30 days or less; M = 30-60 days; L = 60-90 days; X = more than 90 days. Includes Requirements, design, Coding, and Systems Testing. Excludes waiting for Approvals and UAT.

SERVICE REQUESTS

(and MASTER PLAN ITEMS WITHOUT SERVICE REQUESTS)

GROUP-INGS	S.R.#	App. M.P. Line	DESCRIPTION	SCORE	CSCA LIST	TM	Pr	Approx. Size	Sec	City List
04 - 13 - Locate	275		Locate Timeline Worklist (see 98-119)	249.7		C	N	M	C	A
	98-119		C372 Locate Aging report mod's (Rpt vs. Worklist?)			C	N	M		
	98-164		PRWORA - Consumer Rpts		14.i.					
	382		PRWORA - Loc.-Istate Networks							
	412		Locates - DOT VR							
	417		Locates - BEER							
	419		Locates - DOT DL							
	422		Locates - SSI							
	427		Locates - IRS							
	432		Locates - DOR							
	437		Locates - MMIS							
	442		Locates - UCB Internet							
	447		PRWORA - EFPLS							
	453		Locates - Credit B.; DTEC							
	458		Locates - Credit B.; Trace Plus							
	463		Locates - Credit B.; MetroNet							
	407		PRWORA - Coll./Use of SSNs							
98-031			Stop Locate Activity And Worklists On Closed Cases							
98-036			Change Locate Status If SSA Verifies SSN On LCOT Cases	234.0	15.d.2					
97-027			Convene Locate Workgroup To Fix Locate Problems	228.0	15.e.7					
98-147			Limit DWD wage-match to last 4 quarters (Needed? Had advised issue be addressed by DWD)		Loc. Work.					
			Special Report of Postal Employees in Tax Int file (locate)							
04 - 15 - Outstanding Service Of Process										
98-035			Create Event For Unsuccessful Service Of Process Disposition	228.3	15.c.5	C		S	C	A
05 - Financial Management (General)										
98-011			Create Worklist When CUSTA Builds And Periodic Pymt Is On AFDC Arrears	280.0	15.c.2	F		L	C	A
98-014			Create Worklist When A Subaccount With Periodic Payment Is paid in full	275.7	6.g.2	F		L	C	A
98-114	99		Balance Paid Report	280.0		F	18	M	C	
98-017			Change CNCS Worklist To Roll Up Court Case Arrears And Exclude Cases With Balances When Date Last Pmnt Within Last 30 Days							
98-106			Data Fix: Update 3rd Party Payee for R&D under specified circumstances	273.5	6.n.1	C		L	C	A
05 - 01 - Add/Update Receipt Batch										
98-099			Searching Batch items: Navigation			F		S	C	
97-002	79		Screen FPF		15.a.1	F		L	C	
97-011	85		No Auto IW10's, +5 others (NO EST.)			F	N	L	C	
05 - 01 -										
Btch Dist 98-141	71		Distribution of % Orders			F	5	L	S	

"Approx. Size" definitions: S = 30 days or less; M = 30-60 days; L = 60-90 days; X = more than 90 days. Includes Requirements, design, Coding, and Systems Testing. Excludes waiting for Approvals and UAT.

(and MASTER PLAN ITEMS WITHOUT SERVICE REQUESTS)

GROUP-INGS	S.R.#	App. M.P. Line	DESCRIPTION	SCORE	CSCA LIST	TM	Pr	Approx. Size	See	City List?
05 - 04 - Add Court Order	97-029		Permit Actual Date Of New Order To Replace Former Effective Date	252.0					C	A
	98-007		Charge Effective Future Date If CSUP Is Temporarily Suspended	280.0	15.d.5	F		M	C	A
	98-008		Default Kinship Care Case Types To Account 32/ Ignore Third Party Payee	280.0	15.c.1	F		S	C	A
	98-039		Permit Entry Of Order With No Effective Date - If Effective Upon Separation	213.2	15.e.3	F		L	C	A
	98-042		Permit Entry Of Day Care Charging Subaccount	207.0	15.d.1	F		L	C	A
	98-046		Permit Seasonal Terms On All Subaccounts, Including Arrears	205.3	15.f.2	F		X	C	A
	98-086		Prop. Settlements & Sec. 71's (NONS/PROP) as charging obligation	226.6	15.t	F		L	C	A
	98-065		Add More Lines For Seasonal Terms	143.3	15.f.9	F		S	C	A
05 - 06 - Financial Adjustments										
	98-162	131	Scripted Adjustments	240.0		F	N	X	C	
	98-083		Notes entered on Canc. Check (FCA) should also show on Adjustment (FJB)	129.0		F	N	M	C	
	98-098		Add Notes to FHA ("Hold/Release Account")	176.8	15.a.4	F	N	M	C	
	98-090	141	Refund Payments to Emp's	280.0		F	N	L	C	
	98-038		Fix Recoupment Deductions So Amount Withheld Is What Worker Entered	215.9	15.e.9	F		L	C	A
			Prohibit Adjustment Of Money Across Counties		Sec. Wrkgrp	F		?	C	A
05 - 08 - Update Subaccount Indicators										
	98-050		Permit Interest Charging On Spousal Support Arrears	192.2	15.f.4	F		M	C	A
05 - 10 - Case Account Statement										
	98-021		Show St. Tax & Fed Tax Intercept As Source On Screen FAA	269.2	15.c.10	F		M	C	A
	98-080		Make Changes To Financial Display Screen To Include Additional Info		11.c.1,2,+3	F		L	C	A
05 - 12 - AFDC/SC/KCAR Account Statement										
	98-135	21	LoC Refunds ***							
	97-016	28	LoC: Notice of Collection ***			F		L		
05 - 14 - Account History										
	98-072	48	Account History Report (Don't have SR yet)	269.5	6.j, 13.a.	F		L	C	A
	98-088		YTD Paid on Acct Hist. OR check stub OR Account Summary	101.8	15.h.1	F		L	C	A
05 - 17 - Check Write										
	98-015		Generate Check Stub/Notice To NCP's With Refund Checks	275.7	15.e.8	F		L	C	A
	98-032		Generate Check Stub/Notice To CP On Reissued Check	232.6	15.v	F		L	C	A
05 - 23 - View Court Case Obligations										
	98-068		Change View Court Case Obligations Field To Show Frequency Amount	128.9	15.c.7	F		S	C	A
06 - Third Party Table Maintenance										
	98-010		Permit Workers To View All Employees Linked To A Third Party Employer	280.0	15.b.7	F		M	C	A
	98-029		Permit Third Party Employer/Agency Search By City And State	238.2	6.h.1	F		S	C	A
	98-069		Add International FIPS Codes	127.5	14.g.2	F		M	C	A
	98-103	308	Query 3PTY Employers by FEIN			F		S		
	97-024		Ability to "mass-move" participants to new Empl. ID			F		M		
		295	Third Party Changes			F	N	M	S	
07 - 01 - Caseworker Referral Maintenance										
	07 - 01 - 98-048		Permit Breakout Case Assignment For Interstate Pat To Paternity Workers	204.0	15.f.8	C		M	C	A

"Approx. Size" definitions: S = 30 days or less; M = 30-60 days; L = 60-90 days; X = more than 90 days. Includes Requirements, design, Coding, and Systems Testing. Excludes waiting for Approvals and UAT.

SERVICE REQUESTS

(and MASTER PLAN ITEMS WITHOUT SERVICE REQUESTS)

GROUP-INGS	S.R.#	App. M.P. Line	DESCRIPTION	SCORE	CSCA LIST	TM	Pr	Approx. Size	See	Cty List?
08 -	08-109	Csenet Related Functions CSENET				I		L		
TaxInt	98-159	93	TI Notice to Other States		1.a.	F	13	M	S	
09 - Document Generation										
General	98-145		Change font/margins on all doc's							
09-03 -	98-066		Eliminate/Or Modify L003 Letter To DSS/HSD In Subcare Cases	141.4	Doc. Wrkgrp	C		M	C	A
09-05 -	98-165	260	PRWORA - Right To Hearing Notice		15.d.9	C		S	C	A
09-08 -	98-146		New paternity judgment Doc's		14.h.	C	N	M	F	
09-12 -	98-037		Auto Delete PR01 Worklist After Pr04 Event/Percentage Order Reconciled	219.4	15.f.7	C		L		
09-19 -	98-155		Generate Closure Notice To CP & other state in Responding-I state cases	218.0	15.i.1	C		S	C	A
09-19 -	98-005		Generate Closure Notice To CP Even If No Valid Address	280.0	15.e.5	C		M	C	A
(Batch) Billing Issues										
98-019			Stop Producing Bills On Interstate Cases	271.4	15.b.2	F		M	C	A
98-076			Change "As Of date on Billing from rundate to 1st of Mo.		16.z.	F		S	C	A
98-105			Roll-out CSWL to counties per attached schedule		BCS Policy	F		S		
(Batch) Charging Issues										
98-158			Implement New Charging legislation		16.w.	F		M		
(Batch) Distribution Issues										
98-079			Permit Posting More Than \$25 To R&D Subaccount							
98-006			Allocate To R&D Subaccount Only If Payment Posted With R&D 'Y' Indicator	280.0	11.d.1	F		M	C	A
98-092			Allow payments to be designated for future years' R&D	159.6	11.d.2	F		M	C	A
98-018			Create Logic To Support Percentage/Fixed Order Processing W/O Suspende	273.0	3.f	F		L	C	A
98-023			Fix Tax Intercept Processing To Pay Balances Only/Not Periodic Payments	264.9	1.d	F		L	C	A
98-041			Backdating With Neg. Arrears	208.9	15.e.1	F		L	C	A
98-078			Eliminate Small Change Checks/Auto Release Amounts With Next Payment	280.0	6.d.1	F		L	C	A

"Approx. Size" definitions: S = 30 days or less; M = 30-60 days; L = 60-90 days; X = more than 90 days. Includes Requirements, design, Coding, and Systems Testing. Excludes waiting for Approvals and UAT.

(and MASTER PLAN ITEMS WITHOUT SERVICE REQUESTS)

GROUP-INGS	S.R.#	App. M.P. Line	DESCRIPTION	SCORE	CSCA LIST	TM Pr	Approx. Size	Sec	City List?
(Batch)	Reports								
	98-034		C230 Emancipation Report: Exclude ARR/P/ARRN/FCAR/NFAR/KARR Cases	230.5	15.c.8	C	S	C	A
	98-152		C232 Case by Status Type Report: Modify			C	S		
	98-121		C243 Report Referrals > 15days - mod's			C	M		
	98-151		C324 Sub-Care Non-FPP Referrals Report: Modify			C	S		
	98-139	311	C370 Est Supp Aging Timeline Rpt.	249.7		C	M	C	A
	98-142		C371 Paternity Aging/ Timeline Report - mod's			C	S	C	A
	98-120		C388 Report - DELETE	70.5		C	S	C	A
	98-137	300	D267 Warrant Tracking Report			C	S		
	98-074,					C	S	C	
	98-123	323	OCSE-157 by County			C	X	C	A
	323		OCSE-157 PRWORA - Reporting			C	X	C	A
	98-138		Arrears Only, No periodic Payments Ordered report			C	N	X	F
	98-140		C203 Adjustment Report - mod's	220.0		F	M		
	98-144		C205 Cash Recon. Report - mod's			F	M		
	98-149		C248 Daily balancing Report: Delete from Jobstream			F	S		
	98-075		C258 Collection Comparison Report: Produce Accurately Include Tax Intercept			F	S		
	97-023		C258: Report WW, WWIQ Coll's separately			F	L	C	A
	98-160		C258-Like report detailing contents of "AFDC/W2 Cash" Category		16.x	F	M		
	98-117		C262 IW Delinquency Report mod's	170.0		F	S		
	116		C292: % Recon. Report			F	S		
	98-148		C305 Fee Report: Add IV-D R & D Fees to			F	N	M	C
	98-150		C312 EOM Reconciliation Report: Title Changes			F	S		
	98-153		C334 Void/Canc./Stop Payment Checks Report: Modify			F	S		
	98-115	126	C780 Disb. Status Report	273.0		F	S		
	98-118		C785 Outstanding checks report mod's	180.0		F	N	S	C
	98-116		D561 Daily Disbursement Report mod's			F	S		
	98-027	127	D562 Subcare Payments Report For DSS/HSD's: Break Out Current/Arrears	250.0	15.c.6	F	M	C	A
	98-073	34	OCSE-34 by County (Have SR, but not for "by county")	220.0		F	X	C	A
	112		Suspense Report Break Out Items, Sort By Suspense Code	280.0	17.a,b,c	F	L	C	A
Credit Bureau Reporting	400		Credit Bureau Reporting			I	N	L	S
PRWORA Central R & D									
	111		Employer Billing - EFT			F	N	M	S
	97-008	331	Chg Legal Doc's to "CSA" (NO EST)			C	N	?	C
	98-143	146	PRWORA - Centralized R&D			F	N	X	F
Delinquency									
	98-107	68	Delinquency	280.0		F	L		A
Financial Institutions - Data Match									
	98-126	233	PRWORA - Financial Inst. Matching			C	21	L	F

"Approx. Size" definitions: S = 30 days or less; M = 30-60 days; L = 60-90 days; X = more than 90 days. Includes Requirements, design, Coding, and Systems Testing. Excludes waiting for Approvals and UAT.

SERVICE REQUESTS

(and MASTER PLAN ITEMS WITHOUT SERVICE REQUESTS)

GROUP-INGS	S.R.#	App. M.P. Line	DESCRIPTION	SCORE	CSCA LIST	TM	Pr	Approx. Size	See	Cty List?
License Suspension										
	98-124	242	PRWORA - Licenses			C	22	L	F	
	98-129	242	Passports			C	22	S	F	
General Navigation										
	97-003		Have User Return To Job Case Screen	165.0	15.b	C			C	A
	98-030		Permit Worker To View Participant Cases Then Return To List Participant Case Screen	234.5	15.b.4	C		L	C	A
	98-044		Display Jump Indicator On Screen When Worker Is In Jump Mode	206.8	15.b.5	C		M	C	A
	98-081		Have User Return To The Last-Viewed QOD Screen-Not To First Qod Screen	216.0	15.k.1	C		L	C	A
PRWORA - Privacy										
	98-130	217	PRWORA - Privacy			C	17	L	F	
PRWORA - Review and Adjust										
	98-111	189	PRWORA - Review and Adjust			C		L		
Tax Intercept Issues										
	152		IRS Changes (NO EST.)			F	N	?	S	
	98-112		Restart for TI Job C416			F		M		
	98-113		Restart for TI Job C409			F		M		
	98-122		TI ID/special process for cases changed to NIVD			F		L		
	98-089	136	All Notices (but not bills) should create Events		6.i.	F	N	M	S	
	98-132	136	Internalize TI Pre-Offset		6.i.	F	N	M	S	
PRWORA - Work Requirements										
	98-028		Add New Disposition Codes For Contempt And Children First Appointments	241.2	15.e.4	C		S	C	A
	98-108	287	PRWORA - Work Requirments			C	N	L	F	

"Approx. Size" definitions: S = 30 days or less; M = 30-60 days; L = 60-90 days; X = more than 90 days. Includes Requirements, design, Coding, and Systems Testing. Excludes waiting for Approvals and UAT.

STATUS OF THE CENTRALIZED RECEIPT AND DISBURSEMENT PROJECT

The PRWORA initiative relating to the Department of Workforce Development's Centralized Receipt and Disbursement Project (CR&D) requires each state to operate a state disbursement unit for the processing of child support collections.

The Department has identified a project manager who reports directly to the Secretary's Office to lead this effort. A cross-divisional team was appointed to draft a request for proposals (RFP) to obtain the services of a contractor to manage Wisconsin's centralized receipt and disbursement unit. That team has completed its work and the RFP was sent to prospective vendors on January 20, 1998. Three vendor bids were received by March 18. Evaluations of the bids began March 20 and were completed on April 15. Lockheed Martin IMS was unanimously selected as the vendor by the evaluation team. Contract negotiations are underway and it is expected that a contract will be signed by June 1.

The RFP specifies that the contractor will begin work in Wisconsin on July 1, 1998, and assume receipting and disbursing responsibilities beginning January 1, 1999. The six-month period between July 1, 1998, and December 31, 1998, will focus on four primary tasks: 1) outreach to the various groups affected by CR&D, such as employers, payees, payers, county agencies and county banks which must transfer funds in child support collections accounts to the state trust fund; 2) planning for changes to KIDS to support CR&D; 3) a three-month pilot of the vendor's system and its interface with KIDS; and user acceptance testing from October through December, 1998 and 4) increasing vendor staff for a January 1 implementation date.

A second component of the CR&D effort is the transition of child support-related financial tasks from county clerk of court offices to child support agencies. The transition must be completed by October 1, 1999. There are currently 15 counties in which the child support agency has already assumed responsibility for all financial tasks relating to child support. In 1998, an additional three counties will make that transition. DWD will assist child support agencies by providing them with additional computer hardware, training during the month prior to assuming the new responsibilities, on-site support during the first month after transition and consultation on transition-related issues.

In 1999, the 54 remaining counties will need to transfer child support financial responsibilities from the clerk of courts office to the child support agency. Staff assigned to the CR&D Project are engaged in implementation planning with those counties. On March 18, 1998, a CR&D Information Technology Conference was held in Wisconsin Rapids to provide information to counties regarding CR&D hardware configuration options, including the option of incorporating CR&D hardware into county local area networks (LANs).

A final, and very significant, responsibility of the CR&D Project is to plan for the transition of receipt and disbursement tasks from the counties to the CR&D contractor. The project team has completed an implementation plan which was reviewed and approved by the CR&D county advisory group in early April. The final plan was sent to county agencies at the end of April, giving county agencies ample time to incorporate necessary changes to their budgets. A copy of the final CR&D implementation plan is attached to this report.

Tommy G. Thompson
Governor

Linda Stewart
Secretary

J. Jean Rogers
Division Administrator



ECONOMIC SUPPORT
1 West Wilson Street
P.O. Box 7935
Madison, WI 53707-7935

State of Wisconsin
Department of Workforce Development

Date: April 28, 1998

To: Child Support Agency Directors
Clerks of Court

From: Prudy Stewart, Manager *PS*
Centralized Receipt and Disbursement Project

Re: Centralized Receipt and Disbursement Implementation Plan

I am pleased to provide you with the plan for centralizing the receipt and disbursement (CR&D) of child support collections in Wisconsin. The attached information represents several months of planning by the CR&D Implementation Team. The implementation plan has been reviewed and approved by the CR&D County Advisory Committee.

Although the implementation of CR&D is not of the magnitude of KIDS implementation, it is still a very significant implementation effort. The receipting and disbursing of child support will be privatized, the responsibility for child support financial tasks, which has been assumed by clerks of court in most counties, will be transitioned to child support agencies and KIDS will begin to allocate collections across a payer's cases statewide rather than allocating across a payer's cases within a county.

Because we know that making a significant change can be difficult, it is important that we work together to minimize any issues that may arise. The first step is to help county agencies understand the changes brought about by CR&D, when those changes will occur and how they will impact county agencies.

The CR&D implementation plan was based on a few basic premises: 1) whenever possible, do tasks electronically rather than manually or on paper; 2) whenever possible, make a system change once; 3) plan for the change process in a way to ensure that it can be managed and supported.

An example of the first premise involves the plan to electronically forward monies receipted locally to the CR&D vendor beginning January 4, 1999. Although the vendor will gradually assume responsibility for receipting child support collections, we know there will be payers who forget they were supposed to send their payments to the CR&D vendor and send them to the county instead. In order to ensure that child support is received by payees as quickly as possible, counties will continue to receipt any child support collections they receive between January 4, 1999 and September 30, 1999.

Each month, your county will have fewer and fewer collections to receipt on KIDS as payers are reminded, and reminded again, to send their payments to the CR&D vendor. If your county receives cash collections or purge order payments, you will also receipt those. Because the vendor will be disbursing all collections statewide beginning January 4, 1999, you will need to inform the CR&D vendor each day that you have receipted and deposited child support collections so the monies you deposited locally can be moved from your county bank to Firststar, the State bank in Milwaukee. Firststar will maintain the Child Support Trust Account.

An example of the second premise pertains to allocation. One change required by CR&D is the allocation of a collection across a payer's cases statewide. This is a federal system certification requirement. We were given a reprieve on this requirement during the KIDS certification review with the understanding that when we implemented CR&D we would comply with this requirement. The plan calls for allocating across a payer's cases statewide beginning January 1, 1999. This allows us to make a single system change to KIDS rather than changing the allocation logic each month as counties transition financial tasks from the Clerk of Court's Office to the Child Support Agency.

And finally, the implementation plan is one we can support with the staff resources we have available. The plan calls for transitioning child support financial tasks from the Clerk of Court's Office to the Child Support Agency in 8 counties a month beginning in March, 1999. This gradual roll-out allows counties time to get their additional CR&D equipment installed and send their staff to CR&D training. It also ensures that we can provide each county on-site support assistance during the month of their transition. In addition, it ensures that county staff who know how to handle KIDS financial operations will continue to handle those operations during the first months of 1999 when we expect there will be increased customer service demands due to statewide allocation of collections, centralized disbursements and the phase in of centralized receipting.

Please review the materials carefully and place them in a binder for future reference. If you have questions or concerns regarding CR&D implementation, don't hesitate to call your CR&D county contact person (listed in the enclosed packet of materials). As more detailed information becomes available, we will send it to you. We will also continue to write a monthly CR&D news item for the KIDS Bulletin Board which is usually prepared on or about the 20th of every month. And, we expect that we will continue to do presentations at meetings of the various associations that are involved with child support.

Information regarding CR&D hardware is available in the binder of materials that was distributed at the March, 1998 Child Support Information Technology Conference held in Wisconsin Rapids.

We anticipate and look forward to a successful implementation of centralized receipt and disbursement. Because of the excellent child support enforcement work done by Wisconsin's counties, Wisconsin's CR&D operation will be almost as large as the operation in New York State. We look forward to taking you on a CR&D tour next spring.

TABLE OF CONTENTS

Overview of CR&D Implementation

CR&D Timeline

Statewide Allocation Summary

Transition Schedule

County Implementation Task List

CR&D Questions and Answers

County Contacts - BITS & BCS

RFP - Sections 1, 4 and 5

CSA Questionnaire *Please return no later than 6/1/98*

COC Questionnaire *Please return no later than 6/1/98*

AN OVERVIEW OF CENTRALIZED RECEIPT AND DISBURSEMENT IMPLEMENTATION

To understand Centralized Receipt and Disbursement (CR&D) implementation, it is important that you know that payers include NCPs, employers and agencies. You also need to know that CR&D will be privatized and the business that is selected to manage centralized receipt and disbursement operations is referred to as "the vendor". The four major components of CR&D implementation are explained below.

Four Major Components of Centralized Receipt and Disbursement Implementation:

- Statewide allocation of child support collections
- Centralized disbursement of child support payments
- Centralized receipt of child support collections
- Transition of KIDS financial functions from the Clerk of Court's Offices to the Child Support Agencies.

Statewide allocation of child support collections

Statewide allocation is a federal system certification requirement that was allowed to be delayed until CR&D was implemented. Implementing statewide allocation at one time, versus rolling out by county, helps eliminate confusion for all users of KIDS, including payees and payers. It will be much easier to explain to all users that a collection received by an NCP will be allocated to all of that NCP's cases within the State of Wisconsin rather than trying to explain why a child support collection allocated the way it did because some counties have implemented statewide allocation while some counties have not. It also allows us to make a single change to the way KIDS allocates collections.

Centralized disbursement of child support payments

Statewide allocation requires that disbursements be printed by one entity. Child support collections received by one county will be subject to statewide allocation and therefore could be payable to a payee in a different county. If centralized disbursement is not implemented and checks continue to be printed by the counties, counties could disburse child support payments to payees with cases in other counties. The payees receiving those checks would be confused as to why they received a child support check from a county in which they do not have a case. Centralized disbursement eliminates county check printing problems and also eliminates the need for counties to reconcile their bank accounts.

Centralized receipt of child support collections

Centralized receipting will be implemented from January 1, 1999 through October 1, 1999. Both the counties and the vendor will receipt child support collections during this time period. Payers will be notified over a period of three months (1/3 each month in January, February and March of 1999 - see enclosed "Receipting Transition by Payer Zip Code" attachment) to submit their child support payments to the designated centralized receipt location. The vendor will receipt all collections received at the designated centralized receipt location and counties will receipt collections received at

AN OVERVIEW OF CENTRALIZED RECEIPT AND DISBURSEMENT IMPLEMENTATION

the county. It is projected that after payers have been notified to send their payments to the vendor, 70% will have complied by April 1, 1999.

The vendor will conduct outreach on an ongoing basis to notify noncompliant payers to send their payments to the vendor rather than to the counties. It is projected that by May 1, 1999, counties will still receive approximately 20% of their current child support collections. That amount will continue to decrease each month until the only items received at the county level will be cash and purge order payments.

Federal regulations state that counties can no longer receipt collections locally after October 1, 1999. Beginning October 1, 1999, counties will 'record' collections received locally (e.g., cash) versus receipt them. There will be a screen in KIDS that allows each Child Support Agency to record the fact that a collection was received at the county level. The county will then submit the collections received each day to the vendor for processing.

Child support collections received at the local level will be disbursed by the vendor. This requires a procedure for transferring the funds received at the county level to the vendor. Each day that a county receives child support collections, that county will be required to receipt/record the collections in KIDS, deposit the total amount of those collections in a local bank account and transfer the funds via telephone to Firststar in Milwaukee, the state working bank. If a branch of Firststar is available, the county may open an account at a local Firststar branch and deposit the child support collections directly into the Child Support Trust Account. In that instance, a telephone transfer of funds would not be required.

Transition of KIDS financial functions from Clerk of Court's Offices to Child Support Agencies

Fifty-four counties still need to transition the financial functions in KIDS from the Clerk of Court's Office to the Child Support Agency. The CR&D implementation team will be onsite working with the vendor during January and February 1999, therefore the county transition of KIDS financial functions will begin in March 1999. The CR&D implementation team is able to provide onsite support for eight counties per month. Training will be provided each month for those counties that will be transitioning the following month. A map indicating the scheduled month of transition for the fifty-four counties is included in this packet of materials. The eighteen counties that already receipt child support collections in the Child Support Agency are not expected to require onsite support.

CENTRALIZED RECEIPT AND DISBURSEMENT TIMELINE

JULY 1998 - NOVEMBER 1998

VENDOR TASKS

- The CR&D vendor will prepare for January 1, 1999 startup:
 - Set-up an office
 - Hire and train staff
 - Meet with the State of Wisconsin and IBM Global Services on an ongoing basis regarding planning, KIDS changes, piloting and testing
 - Conduct outreach to payers on an ongoing basis
 - Conduct a non-production pilot from October 1998 through December 1998
 - Conduct vendor system tests from October 1998 through December 1998

COUNTY TASKS

- Counties will plan for CR&D hardware to be installed prior to their transition month. (See "County Transition Schedule")
- Counties will be provided with CR&D implementation tasks as those tasks are identified.

RELATED TASKS

- A CR&D BAA will be held in July 1998 with State, county, vendor and IBM staff to determine necessary KIDS changes.
- CR&D policy and procedural issues will be resolved by BCS, DWD and the counties.

DECEMBER 1998

VENDOR TASKS

- One-third of all payers will be notified to submit child support payments to the CR&D vendor address beginning January 1, 1999. (Please see the attached map for the regional area where payers will be notified in December 1998 to submit child support payments to the vendor in January 1999.)

COUNTY TASKS

- A CR&D Implementation Presentation will be provided to inform existing financial workers of changes in daily operations due to CR&D.
 - The presentation will include:
 - Statewide allocation
 - Changes to adjustments
 - Changes to suspense file processing
 - What to expect the first week of CR&D
 - Working with the CR&D vendor
 - CR&D IVR
- Counties will open a new 'deposit only' account to deposit child support collections receipted at the local level on a daily basis beginning January 4, 1999.
 - Counties will either:
 - Open an account at a branch of the state working bank, Firststar.
 - OR
 - Open an account at a local bank.
- Counties will continue to maintain their existing child support bank account until all checks have cleared and the account has been reconciled.

CENTRALIZED RECEIPT AND DISBURSEMENT TIMELINE

JANUARY 1999

VENDOR TASKS

- The CR&D vendor will print checks for the entire state for the first time on January 4, 1999.
The vendor will print:
 - Disbursements that 'rolled' off suspense on January 1, 1999
- The CR&D vendor will begin receipting approximately one-third of all child support collections.
- An additional one-third of all payers will be notified to submit child support payments to the CR&D vendor's address beginning February 1, 1999. (Please see the attached map for the regional area where payers will be notified in January 1999 to submit child support payments to the vendor in February 1999.)

COUNTY TASKS

- Counties will print checks for the last time on January 4, 1999.
Counties will print:
 - End of month disbursements for December 1998
 - Disbursements from December 31, 1998 receipts
- Counties will receipt child support collections received at the local level. (Approximately 80% of their current collection volume.)
- Counties will deposit collections received from January 4, 1999 on into a new 'deposit only' account.
Counties will either:
 - Deposit directly into a branch of the state working bank, Firststar.
- OR
 - Deposit into a local bank and transfer the funds to the state working bank (Firststar) via telephone. Instructions will be provided to the counties and their local banks regarding this process.
- Counties will transfer the amount in suspense as of December 31, 1998 (after month end processing) to the vendor via direct deposit or telephone transfer. This is required, as the vendor will disburse all items that are "worked-off" suspense after January 1, 1999.
- Counties will begin an ongoing working relationship with the vendor.

RELATED TASKS

- KIDS will allocate collections statewide for the first time.

CENTRALIZED RECEIPT AND DISBURSEMENT TIMELINE

FEBRUARY 1999 - SEPTEMBER 1999

VENDOR TASKS

- The CR&D vendor will continue receipting all child support collections received.
- The remaining third of all payers will be notified to submit their child support payments to the CR&D vendor address beginning March 1, 1999. (Please see the attached map for the regional area where payers will be notified in February 1999 to submit child support payments to the vendor in March 1999.)
- Payers who are misdirecting their payments to the counties will be notified by the vendor.

COUNTY TASKS

- Counties will continue to receipt child support collections received at the local level. It is projected that by May 1, 1999, counties may still receive approximately 20% of their current collection volume. This amount will eventually decrease as payers stop misdirecting payments to the counties until only cash and purge order payments are received at the county level.
- CR&D Financial Management Overview Training will be provided each month for counties that will be transitioning the financial functions of KIDS from the Clerk of Court's Office to the Child Support Agency.

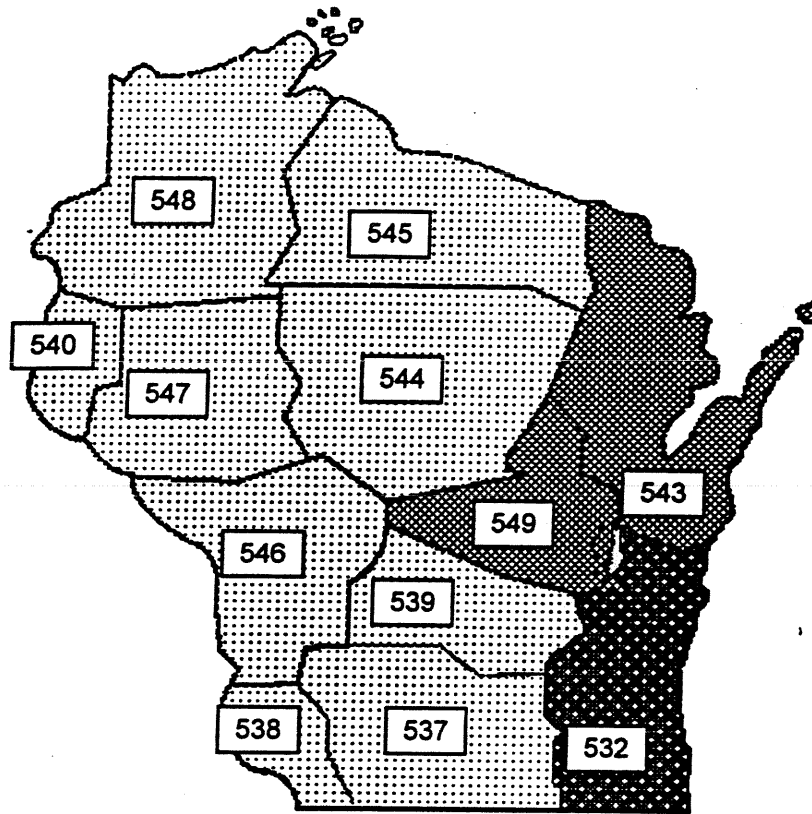
RELATED TASKS




- Onsite support will be provided in eight counties per month for the transition of financial functions in KIDS from the Clerk of Court's Office to the Child Support Agency. (Counties that already manage the financial functions of KIDS in the Child Support Agency are not expected to receive onsite support.)

OCTOBER 1999

- Counties will record rather than receipt child support collections received at the local level. 'Recording' collections means that the county will record a collection using KIDS, but the collection will not POST to KIDS until the vendor accepts the collection for processing. The vendor will be able to print each county's record of collections for receipting into the vendor's system.

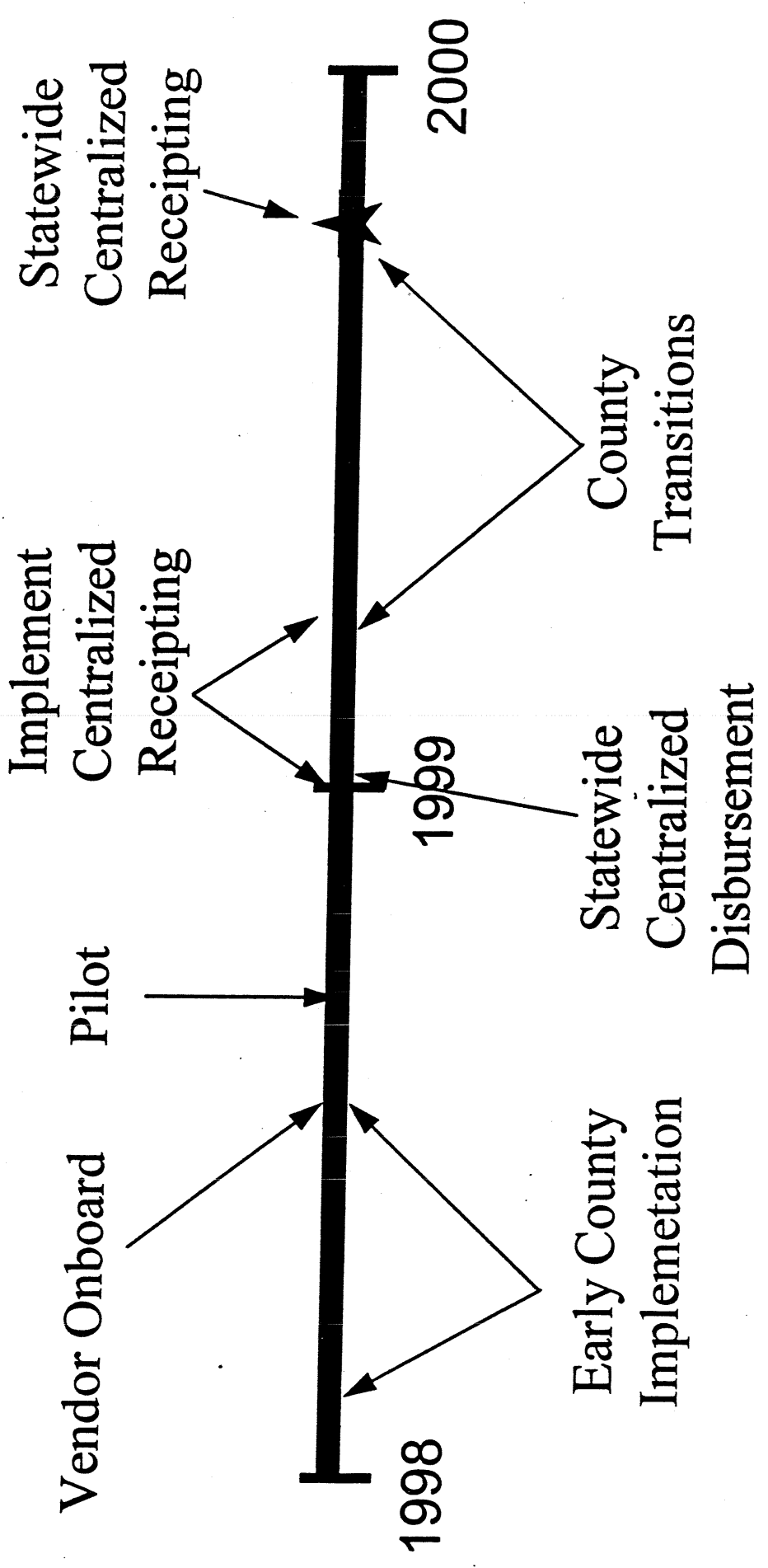
Receipting Transition by Payer Zip Code



1.  Payers notified in December 1998 to submit their payments to the vendor in January 1999 (All payers outside of Wisconsin will be notified in this group.)
2.  Payers notified in January 1999 to submit their payments to the vendor in February 1999
3.  Payers notified in February 1999 to submit their payments to the vendor in March 1999

Implementation Timeline

(Calendar Years)



STATEWIDE ALLOCATION SUMMARY

Statewide allocation is a federal system certification requirement. Wisconsin was allowed to delay the implementation of statewide allocation until the implementation of centralized receipt and disbursement.

Currently, KIDS allocates all child support collections receipted within a county to all of a payer's cases within that county. Statewide allocation will allocate all child support collections receipted to all of a payer's cases statewide. The majority of cases will not be impacted by statewide allocation. The numbers provided below indicate that only 7% of all KIDS cases involve NCPs with more than one case in more than one county. Counties will need to communicate with one another to identify misapplied payments due to statewide allocation. Misapplied payments can be caused by the following:

- Posting errors (vendor responsibility)
- Court order entry data error
- Court order not entered in a timely manner
- Court order not updated in a timely manner
- Inaccurate income withholding status/type code
- Income withholding order/notice not modified or terminated in a timely manner
- Case closed in error

It is important that efforts be made to enter accurate data in KIDS prior to statewide allocation and then to maintain accurate data in KIDS to help reduce the number of misapplied payments. A "County Implementation Task List" is included in this mailing to help counties begin preparing for statewide allocation and centralized receipt and disbursement.

It is projected that the number of items in suspense will increase due to statewide allocation of child support collections. The following bullets provide data on the number of cases and participants affected (data as of March 31, 1998):

Case Information

- There are 485,000 open cases on KIDS.
- There are 34,000 open cases on KIDS that involve one NCP with more than one case in more than one county. This is 7% of all open cases on KIDS.
- Of the 34,000 cases above, only 13,600 have had a collection posted during 1998. This is 2.8% of all open cases on KIDS.

Participant Information

- There are 12,500 NCPs with more than one case in more than one county. Collections from these NCPs affect 2.5% of all open cases on KIDS.
- There are 7,300 CPs with more than one case in more than one county. Payments to these CPs affect 1.5% of all open cases on KIDS.

Percentage/Fixed Debt Cases

- Of the 12,500 NCPs noted above, only 2,900 have more than one case in more than one county with at least one fixed order and one percentage expressed order. This affects just .59% of all open cases on KIDS.
- Of the 7,300 CPs noted above, only 1,740 have more than one case in more than one county with at least one fixed order and one percentage expressed order. This affects just .35% of all open cases on KIDS.

In summary, the data above indicates that suspended transaction volume will increase, but by a very small percentage. A worst case scenario would require notifying 7,300 CPs that their check amounts may differ once statewide allocation is in place. We predict less than a ten percent addition to suspense transaction volume under statewide allocation rules.

TRANSITION SCHEDULE

This map details the current rollout schedule for counties to transfer financial functions from the Clerk of Court's Office (COC) to the Child Support Agency (CSA). Each color represents a different month, and each month has up to eight counties selected for transition. The white counties are those in which the CSA has already assumed KIDS financial functions. We do not anticipate a need for onsite support in counties where the CSA already performs KIDS financial functions. These counties will merely stop receipting collections on 10/1/99.

The onsite support staff will be working with the vendor during the months of January and February 1999. The vendor is responsible for providing payers with the CR&D address and telling payers when to begin sending payments to the CR&D address. To allow for a gradual transition, the payer pool (i.e., NCPs, employers and agencies) will be divided into thirds by zip code and will be notified accordingly. The first group will be instructed to send their payments to the CR&D address beginning 1/1/99, the second group will send their payments beginning 2/1/99, and the third group will send their payments to the new address beginning 3/1/99.

In March, the onsite support staff will be available to begin supporting the transition of financial functions from the COC to the CSA. The counties have been grouped into clusters of eight for the transition months due to the fact that there are eight onsite support staff on the CR&D Implementation Team. This transition schedule was developed on the premise that each of the counties transitioning financial functions from the COC to the CSA will require onsite assistance.

Onsite support staff are scheduled to spend two weeks in a county to assist with the transition. The financial functions that child support agencies will assume include: court order entry, receipting collections, manual adjustments, working the suspense file and providing customer service. We expect that some counties will hire new staff to assume these responsibilities. In this situation, counties must allow enough time for new staff to attend the KIDS CR&D training. This plan does not allow enough time for onsite support staff to train new workers who have had little or no exposure to KIDS.

CR&D equipment must be installed prior to a county's transition month. We recommend that counties have all their equipment installed by 12/31/98, if possible. Resources are limited and our plan does not provide for unexpected equipment delays.

COUNTY IMPLEMENTATION TASK LIST

As indicated in the "Statewide Allocation Summary", it is important that efforts be made to enter accurate data in KIDS prior to statewide allocation of collections (1/1/99) and to continue to maintain accurate data in KIDS to help reduce the number of misapplied payments. The tasks identified below will help counties begin preparing for statewide allocation and centralized receipt and disbursement. Counties will be provided with additional task lists as new tasks are identified.

TASK 1

Update Payee Locate Status (Case Management)

The locate status for CPs with invalid mailing or check addresses should be LCAP - Locate Absent Parent. This enables the CP's PIN to be processed for a possible match through various locate interfaces.

INSTRUCTIONS

1. Identify payees that have an invalid mailing or check address. These participants will be on the Suspense Account Detail Report (D307) with a transaction hold reason of 'I' (invalid address). These participants can also be identified from checks returned to your agency.
2. FastPath 04 01 - UPDATE PARTICIPANT DATA (Screen C2A)
3. Update locate status to LCAP.

TASK 2

Adjust Disbursements Related to Payees Identified in Task 1 (Financial Management)

All checks that were returned because of an incorrect address should be adjusted to allow the transaction to disburse as soon as a valid mailing or check address is entered in KIDS. If the check has already been voided, but an adjustment hasn't been created to adjust the funds forward, skip the Void Check steps below.

INSTRUCTIONS

Update Participant Address

1. FastPath 04 04 - LIST PARTICIPANT ADDRESS (Screen AAA)
2. Update address record(s).

Void Check

3. FastPath 05 06 02 - STOP PAY/CANCEL CHECK (Screen FCA)
4. Void the check(s) using the RCKC adjustment reason.

Adjustment

5. FastPath 05 06 01 - SELECT ACCOUNT ADJUSTMENT (Screen FJA)
6. Adjust the funds from the void back to the IVD case and then forward to the CP PIN.

KIDS will put the transaction(s) on hold with a hold reason of 'I'. The funds held on suspense will disburse when a verified mail or check address is entered in KIDS.

COUNTY IMPLEMENTATION TASK LIST

TASK 3

Set Income Withholding Status and Type to the Appropriate Codes (Financial Management)

An inaccurate income withholding status can contribute to misapplied child support collections. If an NCP has two cases, one with active income withholding (correct) and one with inactive income withholding (incorrect), funds receipted as income withholding will only allocate to the first case. There are some instances when income withholding should be set to inactive. There are three income withholding type codes D = Effective Upon Delinquency, I = Immediate Upon Order and H = Irreparable Harm. If the income withholding type is set to D or H, KIDS will not allocate income withholding collections which can contribute to misapplied child support collections. The appropriate codes should be entered in KIDS for each case.

INSTRUCTIONS:

1. FastPath 05 04 - LIST COURT ORDERS (Screen FOC)
2. Select order
3. Update subaccounts by entering the appropriate income withholding status and type.

TASK 4

Release Participant Account Holds (Financial Management)

Participant account holds that are not used properly can contribute to delayed child support payments. Determine if the participant account holds that you are using are necessary or if the case account should be on hold rather than the participant account. A participant hold will hold collections for all of a participant's cases.

INSTRUCTIONS

Release Participant Account Hold

1. FastPath 05 06 06 - LIST CASE PARTICIPANTS/LIST PARTICIPANT CASES (Screen QOB/QOC)
2. Release account hold.

TASK 5

PAID - Balance Paid Report

This report is an ad-hoc report that is available in EOSP. This report identifies arrears (non-charging) subaccounts that have a frequency amount due and have a zero balance. This report can be used to identify when a frequency amount needs to be moved from one subaccount to another subaccount. (EXAMPLE: \$5/MNTH is ordered on costs. Costs include CVS, CPS and CBT. When the CVS obligation has been satisfied, the subaccount will be listed on the PAID report and the worker should move the \$5/MNTH frequency amount due from the CVS subaccount to the CPS subaccount.)

INSTRUCTIONS

1. FastPath 05 04 - LIST COURT ORDERS (Screen FOC)
2. Select order
Update subaccounts

COUNTY IMPLEMENTATION TASK LIST

TASK 6

CSUP - Debt Open - Closed Date Passed

This report is an ad-hoc report that is available in EOSP. The report identifies CSUP obligations which are open but the subaccount end date has passed. This report can be used to close CSUP subaccounts when the end date has passed. KIDS will close most of these subaccounts, but there are some instances when the subaccount is not closed and user intervention is required.

1. FastPath 05 04 - LIST COURT ORDERS (Screen FOC)
2. Select order
3. Update subaccounts

TASK 7

BDBL - Bad Balance Report

This report is an ad-hoc report that is available in EOSP. The report identifies cases with a CSUP obligation where the balance line (BAL) and current month amount due line (CUR MNTH AMT DUE) are not equal. This occurs when an adjustment with a prior month effective date moved funds through a CSUP obligation.

INSTRUCTIONS

1. FastPath 05 10 - IV-D CASE ACCOUNT STATEMENT (Screen FAA)
2. Check the BAL and CUR MNTH AMT DUE lines to determine the difference.
3. Create an ASPT adjustment to correct the difference. (This generally requires the ASPT transaction to have a prior month effective date.)

CR&D QUESTIONS AND ANSWERS

Vendor Roles & Responsibilities

Can we get a synopsis of the RFP?

A. Yes. One of the inclusions in the CR&D Implementation packet is the CR&D contractor requirements from the RFP.

Will the vendor do Third Party Table(TPT) maintenance?

A. Yes. The worklist effort currently performed by BCS staff will become the responsibility of the CR&D vendor. Employer Table clean-up work is scheduled to finish in December 1998. This relates to Employer Table data only.

We cannot set up recoupments after December 31, 1998. What will we do with existing recoupments as of that date?

A. All existing recoupments as of that date will remain payable to the Third Party payee entered when the debt was created. All recoupments after December 31, 1998 will be the responsibility of the CR&D vendor and will be handled outside of KIDS.

Where do customer service questions on distribution and disbursement go, the county or the CR&D vendor?

A. All question relating to disbursements to payees will be handled by the vendor's toll-free AVR and their operators. If the question involves distribution among debts in a case, the question must be answered by the county.

Will county staff be able to search for checks by number?

A. Yes and No. All KIDS-generated checks to payees will continue to be available for review. All incoming checks will be handled by the CR&D vendor's equipment and the details of those checks will likely not be available for review on line. Counties may request an image copy of a check received by the vendor.

Who does the manual adjustment on designated debts (e.g., purge payments)?

A. The CR&D vendor will be required to do adjustments on these and other specialized collections. The vendor will also be required to review a number of suspense codes and perform adjustments to support that work.

It seems likely that county staff will be "locked out" of using the KIDS cash accounts once the vendor handles all child support money. How do I recover money after January 4, 1999 if I discover a mistake?

A. County staff will need to request a cash adjustment from the CR&D vendor in order to get money to cover a mistake. Reconciling each month prior to CR&D will reduce your need to have these adjustments made.

Can counties do outreach to payers that submit incomplete information (e.g., partial court case number)?

A. Yes. Counties may perform outreach to employers. The CR&D vendor will be required to perform this service statewide.

Who will void & reissue stale-dated checks?

A. The vendor will be responsible for handling stale-dated checks. County staff will need to request this function from the vendor.

Will the vendor void county-issued checks?

A. The vendor will be responsible for voiding checks; county staff will request voids from the vendor.

Procedural Issues

The Child Support Trust Fund will hold all child support money. What is the date the counties will transfer money based on suspended funds?

A. Counties will transfer funds on January 4, 1999. The amount will be based on suspense totals following the December 1998 month-end and before nightly batch processing is done on January 4, 1999.

Will we receipt on KIDS during the January 1999 - September 1999 transition period?

A. Yes. County fiscal staff and the CR&D vendor will both receipt during this period. After October 1, 1999 county staff will use KIDS to record collections received locally (e.g., cash, purge order payments) instead of receipting them.

Will we notify employers all at once that they can submit payment to the CR&D address?

A. No. The pool of payers (including NCPs, employers, and agencies) will be notified in 3 phases in December 1998, January 1999, and February 1999 that they can submit to the CR&D address in January 1999, February 1999, and March 1999 respectively. The vendor is responsible for notifying payers.

After January 4, 1999 counties will transfer receipted money nightly to the Child Support Trust Fund (CSTF). What type of account will we need to set up?

A. All counties should open new deposit-only accounts for business conducted after January 4, 1999. Each county will initiate a nightly transfer to the CSTF of all deposits from that day's business. The county's existing child support checking account should be maintained to cover uncashed checks, etc.

Should we be identifying exceptions now by putting the participant on hold?

A. No. Participant holds may be troublesome when statewide allocation is in place. The State recommends that as many participant holds as possible be removed before December 31, 1998. See the "County Implementation Task List" for more information.

An employer called to report that they received a second wage assignment for 17%. Will there be any changes made to KIDS to prevent the second (and incorrect) 17% order?

A. Not unless this is a design change to KIDS identified during the CR&D BAAs. Workers will still need to check for existing orders when establishing new orders for any NCP.

The vendor will be printing all checks. What is the check-write cutoff?

A. The last day counties will print checks is January 4, 1999. These will be checks from the last business day of the year (December 31, 1998) and regular December end-of-month system level checks.

Counties must purchase all IT equipment from now on, and get reimbursed through the CARS line. Where do I go for more information on this?

A. Contact Jane DeRosia in the Bureau of Management Operations at 608-243-5686.

Will our suspense file be twice as large as it is now?

A. Not necessarily. While suspense is expected to grow initially, there is work that can be done ahead of time to help reduce the number of transactions held in suspense due to statewide allocation.

What is the rollout plan for payer notification?

A. The pool of payers will be split by ZIP code. All out-of-Wisconsin payers will be in Phase 1. The remainder of Phase 1 will be payers with ZIP codes that support the March transition counties. Currently, this would be the Green Bay and Oshkosh US Postal Service Regions. Phases 2 and 3 will split the remainder of the State. See the "Payer Rollout" map for details.

Can an NCP designate payment on arrears if their current support is not paid?

Usually, yes. See Section 3.2.5 in Chapter 10 of the Wisconsin Child Support Procedures Manual for specifics.

County Issues

For budgeting and personnel issues, we want to make our county-level transition earlier than we are scheduled. Can we?

A. The State recommends against this. A county choosing to make their transition early will forfeit on-site support and CR&D training; Customer Service call volumes for counties are expected to be at their highest in January and February 1999. Your hardware plan must be approved by your DES Area Administrator and the hardware must be in place as well.

Will we need to end our cooperation agreement with the COC on 1/1/99?

A. A cooperative agreement must be in place if the CSA continues to pay the COC for any services.

Our Clerk of Courts will still receive all orders for filing. Now that the CSA does court order entry onto KIDS, how will we get copies of what we need to do our order entry?

A. This and other logistical questions should be resolved within each county. You may want to check with one of the 18 counties that has made this transition to see how they handled this issue.

Who will work non-IV-D cases?

A. The CSA in each county will handle financial tasks for all NIVD cases.

I haven't reconciled my bank statements to KIDS. What should I do?

A. Your county may end up transferring more money than they should to the Child Support Trust Fund on January 4, 1999 if you are not reconciled. Contact Prudy Stewart at 608-267-7323 for assistance with reconciling.

Will we have a reduced workload because of CR&D?

A. Initially, no. Check write and some suspense work is removed, but customer service is expected to increase as NCPs and CPs grow accustomed to statewide allocation and CR&D.

Will the COC keep property settlements? Maintenance?

A. Child Support Agencies will maintain property settlements and maintenance obligations on KIDS.

Who owns the equipment in the CSAs that have already absorbed KIDS fiscal functions?

A. The equipment is owned by the county.

What is the last date that unclaimed funds will be under county control?

A. All voids and all cash handling (except misdirected payments) will be handled by the vendor after 1/1/99.

I have money remaining in system level accounts after month-end is run. Is this an error?

A. Usually, yes. Most of the amounts remaining are due to backward adjustments, which can be corrected.

Will counties get cheat sheets for "things to do before 12-31-98"?

A. Yes. See the "County Implementation Task List" enclosed.

Will we still have CCAP access after CR&D moves fiscal operations to the CSA?

A. No. CSA staff will not have access to CCAP.

Will Milwaukee need to keep their lockbox open after 1/1/99?

A. Yes. Like all other counties, the Milwaukee lockbox operation will need to receipt along with the vendor during January, February, and March 1999.

What will Milwaukee do with receipts after April 1, 1999 when all payers have been notified to change submission address?

A. Milwaukee's lockbox arrangement will allow a PO Box change to divert all child support mail from the Firststar PO Box to the CR&D vendor PO Box. Milwaukee's lockbox operation can be shut down in April 1999.

BITS Issues

Do we have to switch our PCs to one of the new W2 Models?

A. No. Counties may continue using the existing controllers to attach to KIDS (W2 Model 5).

We want to install a LAN and use our new CR&D equipment on it. Whom do I talk to in BITS when trying to develop a hardware plan, and how long does this process take?

A. Please see KIDS bulletin board Announcements dated 3/24/98, and the "CR&D Implementation County Contacts" enclosed for your hardware contact. As announced at the CR&D IT Conference in Wisconsin Rapids on March 18, minimum lead times of 90-120 days are estimated for any LAN set up.

BCS Issues

Changes to backdating and new interest charging are both in the new state legislation. Will we get notified of changes?

A. Yes. DES Administrator Memos will be issued detailing the changes.

Will the vendor have access to the Milwaukee court case cross-reference table? To KIDS PINs?

A. Yes. All KIDS data will be made available when the vendor initializes their system.

CR&D Related Reports

There are 2900 NCPs with CSUP orders in 2+ counties. Can we get a report?

A. Yes. Contact Gene Wendt in BCS at 608-266-2960 for this report.

We know that allocation across county boundaries will change the regular check amounts for some CPs. Can we get a report predicting those CPs that will receive 2+ checks once statewide allocation is in place on January 4, 1999, so that we can notify them?

A. Yes. Contact Gene Wendt in BCS at 608-266-2960 for this report.

System Design Considerations

I have questions about what suspense items will be mine to work, and which items are to be worked by the CR&D vendor. Where can I go to find answers?

A. The Suspense Redesign Workgroup will reconvene in May 1998 to discuss this and other suspense issues. The CR&D RFP calls for the CR&D vendor to work a number of suspense items (F,G,L,M,N,U).

Can KIDS flag "unfinished adjustments" on suspense?

A. KIDS already codes these adjustments as "K" holds.

Will the vendor be able to view our collection notes on troublesome cases?

Will the "check hold end date" already on KIDS be used by the vendor?

We would like a receipt to print when we use the new recording screen.

Can we add an NSF flag to the receipting / recording screen?

We need a system change for NIVD case assignment.

What is the impact on the Account History if the vendor does a cash adjustment?

We need a KIDS worker type (other than MAAD) that can get at all fields on KIDS for fiscal operations.

A. These and other design considerations will be discussed with the CR&D vendor during the KIDS CR&D Business Area Analysis scheduled for July 1998. Design changes to KIDS to support CR&D will be determined at this time.

COUNTY CONTACTS

COUNTY	HARDWARECONTACT IN BITS	IMPLEMENTATION CONTACT IN BCS
ADAMS	BARB ROTHWELL 608 264-9856	JOHN DEITS 608 266-1063
ASHLAND	PAM LORENZ 608 266-8558	JOHN DEITS 608 266-1063
BARRON	PAM LORENZ 608 266-8558	STACEY GROTH 608 267-0937
BAYFIELD	PAM LORENZ 608 266-8558	DORIS DEITS 608 261-4401
BROWN	JOHN BOLES 608 266-0022	JOHN DEITS 608 266-1063
BUFFALO	BARB ROTHWELL 608 264-9856	DORIS DEITS 608 261-4401
BURNETT	PAM LORENZ 608 266-8558	DORIS DEITS 608 261-4401
CALUMET	JOHN BOLES 608 266-0022	STACEY GROTH 608 267-0937
CHIPPEWA	BARB ROTHWELL 608 264-9856	STACEY GROTH 608 267-0937
CLARK	BARB ROTHWELL 608 264-9856	JOHN DEITS 608 266-1063
COLUMBIA	JUDI PAGE 608 266-1836	STACEY GROTH 608 267-0937
CRAWFORD	JUDI PAGE 608 266-1836	STACEY GROTH 608 267-0937
DANE	JUDI PAGE 608 266-1836	DORIS DEITS 608 261-4401
DODGE	GARY OLSEN 608 267-4425	GENE WENDT 608 266-2960
DOOR	JOHN BOLES 608 266-0022	GENE WENDT 608 266-2960
DOUGLAS	PAM LORENZ 608 266-8558	JOHN DEITS 608 266-1063
DUNN	BARB ROTHWELL 608 264-9856	DORIS DEITS 608 261-4401
EAU CLAIRE	BARB ROTHWELL 608 264-9856	JOHN DEITS 608 266-1063
FLORENCE	BARB ROTHWELL 608 264-9856	DORIS DEITS 608 261-4401
FONDULAC	JOHN BOLES 608 266-0022	DORIS DEITS 608 261-4401
FOREST	BARB ROTHWELL 608 264-9856	JOHN DEITS 608 266-1063
GRANT	JUDI PAGE 608 266-1836	DORIS DEITS 608 261-4401
GREEN	JUDI PAGE 608 266-1836	GENE WENDT 608 266-2960
GREEN LAKE	JOHN BOLES 608 266-0022	JOHN DEITS 608 266-1063
IOWA	JUDI PAGE 608 266-1836	JOHN DEITS 608 266-1063
IRON	PAM LORENZ 608 266-8558	JOHN DEITS 608 266-1063
JACKSON	BARB ROTHWELL 608 264-9856	JOHN DEITS 608 266-1063
JEFFERSON	GARY OLSEN 608 267-4425	JOHN DEITS 608 266-1063
JUNEAU	JUDI PAGE 608 266-1836	GENE WENDT 608 266-2960
KENOSHA	GARY OLSEN 608 267-4425	STACEY GROTH 608 267-0937
KEWAUNEE	JOHN BOLES 608 266-0022	STACEY GROTH 608 267-0937
LACROSSE	BARB ROTHWELL 608 264-9856	STACEY GROTH 608 267-0937
LAFAYETTE	JUDI PAGE 608 266-1836	GENE WENDT 608 266-2960
LANGLADE	BARB ROTHWELL 608 264-9856	JOHN DEITS 608 266-1063
LINCOLN	BARB ROTHWELL 608 264-9856	DORIS DEITS 608 261-4401
		JOHN DEITS 608 266-1063

**SYSTEMS INTEGRATOR
CONTACT IN BITS**

**IMPLEMENTATION CONTACT
IN BCS**

MANITOWOC	JOHN BOLES	608 266-0022	GENE WENDT	608 266-2960
MARATHON	BARB ROTHWELL	608 264-9856	JOHN DEITS	608 266-1063
MARINETTE	JOHN BOLES	608 266-0022	STACEY GROTH	608 267-0937
MARQUETTE	JOHN BOLES	608 266-0022	STACEY GROTH	608 267-0937
MENOMINEE	JOHN BOLES	608 266-0022	STACEY GROTH	608 267-0937
MILWAUKEE	GARY OLSEN	608 267-4425	PRUDY STEWART	608 267-7323
MONROE	BARB ROTHWELL	608 264-9856	GENE WENDT	608 266-2960
OCONTO	JOHN BOLES	608 266-0022	GENE WENDT	608 266-2960
ONEIDA	BARB ROTHWELL	608 264-9856	GENE WENDT	608 266-2960
OUTAGAMIE	JOHN BOLES	608 266-0022	JOHN DEITS	608 266-1063
OZAUKEE	GARY OLSEN	608 267-4425	JOHN DEITS	608 266-1063
PEPIN	BARB ROTHWELL	608 264-9856	DORIS DEITS	608 261-4401
PIERCE	BARB ROTHWELL	608 264-9856	STACEY GROTH	608 267-0937
POLK	PAM LORENZ	608 266-8558	STACEY GROTH	608 267-0937
PORTAGE	BARB ROTHWELL	608 264-9856	DORIS DEITS	608 261-4401
PRICE	PAM LORENZ	608 266-8558	STACEY GROTH	608 267-0937
RACINE	GARY OLSEN	608 267-4425	PRUDY STEWART	608 267-7323
RICHLAND	JUDI PAGE	608 266-1836	DORIS DEITS	608 261-4401
ROCK	JUDI PAGE	608 266-1836	GENE WENDT	608 266-2960
RUSK	PAM LORENZ	608 266-8558	GENE WENDT	608 266-2960
ST CROIX	BARB ROTHWELL	608 264-9856	STACEY GROTH	608 267-0937
SAUK	JUDI PAGE	608 266-1836	STACEY GROTH	608 267-0937
SAWYER	PAM LORENZ	608 266-8558	DORIS DEITS	608 261-4401
SHAWANO	JOHN BOLES	608 266-0022	GENE WENDT	608 266-2960
SHEBOYGAN	GARY OLSEN	608 267-4425	DORIS DEITS	608 261-4401
TAYLOR	BARB ROTHWELL	608 264-9856	GENE WENDT	608 266-2960
TREMPELEAU	BARB ROTHWELL	608 264-9856	STACEY GROTH	608 267-0937
VERNON	JUDI PAGE	608 266-1836	DORIS DEITS	608 261-4401
VILAS	BARB ROTHWELL	608 264-9856	GENE WENDT	608 266-2960
WALWORTH	GARY OLSEN	608 267-4425	JOHN DEITS	608 266-1063
WASHBURN	PAM LORENZ	608 266-8558	GENE WENDT	608 266-2960
WASHINGTON	GARY OLSEN	608 267-4425	DORIS DEITS	608 261-4401
WAUKESHA	GARY OLSEN	608 267-4425	PRUDY STEWART	608 267-7323
WAUPACA	JOHN BOLES	608 266-0022	JOHN DEITS	608 266-1063
WAUSHARA	JOHN BOLES	608 266-0022	DORIS DEITS	608 261-4401
WINNEBAGO	JOHN BOLES	608 266-0022	GENE WENDT	608 266-2960
WOOD	BARB ROTHWELL	608 264-9856	GENE WENDT	608 266-2960

STATE OF WISCONSIN

Department of Workforce Development

Child Support Receipt & Disbursement Program Services Request for Proposal #CP-1713

1.0 INTRODUCTION AND PURPOSE:

1.1 Purpose

The purpose of this Request for Proposal (RFP) is to obtain competitive proposals from vendors interested in contracting with the State of Wisconsin to implement and operate a statewide, centralized receipt and disbursement operation for processing child support collections. Among the functions to be addressed in responding to the RFP are program start-up, receipting, disbursement, customer service and outreach.

For the purpose of this RFP, child support collections are defined as money paid for child or family support, maintenance (referred to in some states as "alimony" or "spousal support"), child support related fees, and any other child support-related financial obligations ordered by a Wisconsin circuit court, or the court or administrative tribunal of another state or another nation with the authority to handle child support matters.

1.2 Intent

The State, as represented by the Department of Workforce Development (DWD), intends to use the results of this request for proposal (RFP) process to establish a contract with one qualified proposer for performing Centralized Receipt and Disbursement (CR&D) services including customer services to payers, payees, and employers. A qualified proposer is defined as the highest scoring, responsible proposer. DWD anticipates execution of the contract no later than July 1, 1998, contract execution will be contingent on the availability of funds. Service delivery as defined in this RFP will be required on January 1, 1999.

The State of Wisconsin retains the right to award contracts for related services from other existing State of Wisconsin Procurement Bulletins, if any. Other agencies may use this contract.

1.3 Background

Administration of the IV-D Program in Wisconsin

The Wisconsin child support program is a state-administered/county-operated program. This means that the Department of Workforce Development, Division of Economic Support, Bureau of Child Support (DWD/kDES/BCS) is the State agency responsible for the overall administration of the program. At the local level, 72 county child support agencies operate the program in accordance with the provisions of a state and county, State and federal laws, administrative rules, and regulations governing child support enforcement. The State and county contract for the delivery of child support services is re-negotiated and renewed annually.

Consistent with State and federal laws and regulations, Wisconsin's child support program serves to:

- Establish paternity on behalf of children whose parents were not married to each other at the time of the child's birth;
- Establish legal orders obligating parents to pay child support, including health insurance coverage care for their children;
- Receipt and disburse child support collections;
- Take any administrative and legal actions necessary to enforce support orders when parents fail to pay;
- Find parents who are not paying support and locate their income and assets when necessary to establish or enforce child support orders.

The State Role

DWD, as the state agency responsible for child support enforcement:

- Provides policy information and technical assistance to county child support agencies;
- Publishes policy and procedural manuals, a newsletter and public awareness materials;
- Operates the State Parent Locate Service (SPLS);
- Handles the functions of the state Central Registry of Interstate Cases;
- Coordinates certain centralized collections functions, such as tax refund interception;
- Provides periodic reports to the federal government, as required by federal regulations;
- Sponsors and evaluates pilot projects designed to improve child support operations;
- Coordinates federal audits and, when necessary, the implementation of statewide corrective action plans;
- Operates Wisconsin's statewide child support data system, the Kids Information Data System (KIDS).

Currently, child support is collected, receipted, and disbursed at the county level. When CR&D is implemented in Wisconsin, DWD will assume direct responsibility for the overall management of CR&D operations and, in that role, will be responsible for contract negotiations, monitoring and compliance.

The County Role

Under State law, each of Wisconsin's 72 county boards of supervisors (county legislative bodies) is responsible for designating a county agency to handle child support enforcement operations. In many counties the designated child support agency (CSA) is an independent agency created strictly for the purpose of operating the county's child support program. In some counties, an existing county agency such as the county department of social or human services is designated to serve as the CSA.

Each designated CSA works directly with families to provide the assistance necessary to establish paternity, secure and enforce child support, and provide most of the program's core services. To ensure efficient and effective operations, however, county child support agencies frequently enter into cooperative agreements with other local officials and agencies for the provision of specific services necessary to carry out the program. For example, many county agencies contract with their county sheriff to provide for service of process.

By law, Wisconsin clerks of circuit court, referred to as COC, are responsible for keeping all circuit court records, including the records of any collections made to satisfy court orders, such as child support receipts. For this reason, most county child support agencies have cooperative agreements under which clerks of court agree to keep child support records in accordance with state and federal requirements, and are reimbursed for the costs of maintaining child support financial records and providing receipt and disbursement services.

There are exceptions to this rule, however. Under Wisconsin law a county board of supervisors has the authority to designate a county official or agency other than the clerk of court to handle child support collections. Currently 11 county child support agencies are handling child support receipts, financial record-keeping functions, and receipt and disbursement, instead of entering into agreements with COCs. We expect an additional 8 county child support agencies to assume these responsibilities in 1998.

All counties use the Kids Information Data System for financial record-keeping and for handling receipt and disbursement, regardless of whether the county CSA or the COC is handling these financial case management functions.

Changes in Roles When CR&D is Implemented

When Wisconsin's centralized receipt and disbursement system is implemented, State and county roles will change with regard to their respective responsibilities for handling child support financial functions. The State will become responsible for directly managing receipt and disbursement functions, using KIDS and the services of the contractor hired to implement and operate CR&D. County clerks of court will continue to be responsible for managing court case records and providing information on court cases to county child support agencies.

County child support agencies will be responsible for entering court case and court order information into KIDS, which serves as the basis for establishing a financial case record on the system. This function was previously handled by the clerks of court.

County child support agencies will also be responsible for maintaining official case records on KIDS, although the CR&D contractor will be providing necessary receipt and disbursement information to KIDS. KIDS will allocate and distribute the collections reported by the contractor.

Federal Legislation

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA), commonly referred to as the federal "Welfare Reform Bill," directs states to establish a centralized state disbursement unit for the receipt and disbursement of child support-related obligations. The state disbursement unit is required to be operated by the state or a contractor responsible to the State. This unit must be coordinated with the statewide child support data system.

By federal mandate, the centralized state disbursement unit shall use automated procedures, electronic processes (e.g., EFT), and computer-driven technology to the maximum extent feasible for efficient and economical receipt and disbursement of support payments. Procedures include receipt of child support collections from parents, employers and agencies in other states and disbursements to custodial parents and other obligees, the State, and agencies in other states.

In addition, the centralized state disbursement unit must accurately identify collections, ensure prompt disbursement, and, upon request, furnish to any parent timely information on the current status of support payments. The centralized state disbursement unit must distribute all amounts

payable within two (2) business days after receipt. Statewide implementation of the centralized state disbursement unit must be completed by September 30, 1999.

In 1997, Wisconsin's KIDS system recorded collections of \$807.7 million. The estimated yearly volume of collections to be receipted in Wisconsin by the contractor in 1999 is \$850 million. The anticipated volume of checks to be disbursed is 4.6 million.

State Legislation

Statutory language authorizing centralized receipt and disbursement was enacted in the 1997-99 biennial state budget. This legislation provides DWD the authority to contract with a vendor to receipt and disburse child support collections. The legislation also provides funding to support this effort.

Wisconsin's Percentage of Income Standard

Federal regulations require each state to use a uniform, statewide standard to establish child support payment amounts. Wisconsin's statewide standard is the Percentage of Income Standard.

Wisconsin allows the applicable percentage of income in a child support case to be expressed in a variety of ways. A court may express a child support payment amount as a fixed sum (for example, \$100 per month), a percentage of income (for example, 17% of gross income) or both, in the alternative (17% of income, but no less than \$100 per month). If an order is expressed as a percentage, the monthly gross income of the payer is required for distribution purposes.

KIDS Operations

The Kids Information Data System (KIDS) supports all aspects of Wisconsin's child support program. The system features an integrated case management/fiscal management structure, and will continue to be used to maintain all official child support records when CR&D is implemented. For more details on the KIDS system see Attachment J.

The KIDS case management module effectively supports functions including paternity establishment, court order establishment, review and adjustment of orders, income withholding, and enforcement of orders. KIDS encompasses extensive locate capability, which includes interfaces with a variety of state and federal agencies, and an interface with the state's economic support data system, the Client Assistance and ReEmployment System (CARES).

KIDS fiscal functionality was designed to support both local level and centralized receipt and disbursement of support collections. KIDS fiscal functionality includes the following:

- The generation of payer account statements and coupons;
- On-line receipt of collections from individual payers;
- The generation of employer billings (compilations of all employer receipts due via income withholding for individual employees during a specific period of time);
- On-line receipt of collections from income withholding, via specially-designed data entry screens;
- The capability to designate receipts at the participant, court case and debt levels;
- The capability to charge an annual receipt and disbursement fee;
- The capability to enter unidentified collections;
- Batch posting capability;
- Pre-disbursement payment-hold capability;
- Account adjustment functionality;

- Check-hold capability for participants who previously wrote non-sufficient funds check (NSF);
- Record-keeping capabilities necessary for the recoupment or recovery of misapplied receipts, NSF checks and other types of payments disbursed in error;
- Views of account activity and account history at the participant, case and system levels;
- The capability to produce on-line and batch printed account histories.

KIDS received conditional certification by federal officials in September, 1997.

KIDS Technical System Overview

The KIDS system uses a CICS environment, with a DB2 database implementation providing county users access and update privileges to the KIDS data repository. The system operates in five (5) CICS Regions and six (6) DB2 Regions. The actual programs utilize some 364 CICS transactions with 1210 on-line and batch programs (800 batch, others on-line) accessing 80 DB2 databases. The DB2 databases vary in size from small to very large (over 30 million rows of data). Access between the user and the mainframe is via a frame relay network with system access accomplished by a 3270 emulation process running on the user's PC. Documents are generated both automatically by the system and also by its users with the utilization of DisplayWrite 370, merging the DB2 database with templates to create documents on VPS and check printers local to the user. The KIDS system interacts with various other systems to both provide and acquire data, utilizing tape and electronic data transfer access methods.

Philosophy

Quality customer service, efficient and accurate receipt and disbursement of child support, and an effective customer outreach program are primary components of the central receipt and disbursement effort.

1.4 Scope of Services/General Specifications

Major components of the CR&D effort include:

- Receipt of all child support collections;
- Disbursement of child support to payees;
- Customer Service;
- Customer relations/outreach;
- Data capture and transfer to the KIDS system;
- Employer Table maintenance;
- Research of unidentified receipts;
- Exception processing;
- Update of participant address and employment information.

1. Collection Receipting

The contractor is responsible for processing all collections, other than those that require research to process, received in the post office box by 3:00 PM for transmission to KIDS by 6:30 PM Monday through Friday. Collections received electronically must be processed and transmitted to KIDS the same day they are received. See Section 1.4.25 for details related to data transmission to KIDS. Child support collections are defined as monies paid for child or family support, maintenance (referred to in some states as "alimony" or "spousal support"), child support related fees, and any other child support-related financial obligations ordered by a Wisconsin circuit court, or the court or administrative tribunal of another state or another nation with the authority to handle child support matters.

The contractor will maintain a central receipt and disbursement post office box. The mailing address for receipt of child support collections must be a Wisconsin post office address. The contractor, at a minimum, must collect mail addressed to the central receipt and disbursement post office box each day, Monday through Friday except for postal holidays.

An audit trail must be kept of all collections. Collections processed by the contractor must be deposited by 6:30 PM on the day of receipt into the Support Collections Trust Fund, the State's child support bank account. All collections must be deposited on a daily basis. Processed receipts must be reconciled to deposits and the KIDS data file before deposit to the bank and KIDS file transmission occurs. The contractor is responsible for the costs associated with the secured daily transfer of negotiable items from the receipting site to the State bank.

The contractor must not accept receipts which are not negotiable for bank processing. (Refer to Section 1.4.9). The contractor must identify all collections received from payers and employers that are not acceptable for deposit and return them to the employer or payer with an explanation of the returned collection. The unaccepted collection must be delivered to the post office for first class mail delivery the same day it is received.

Collection data will be received from a variety of sources. Collection sources include employers, payers, state agencies, private collection agencies, and interstate agencies. Collection data will be received in both paper and electronic format.

Paper collections will include:

- Payer collections with scannable coupons.
- Payer collections without scannable coupons but with KIDS' account numbers.
- Payer collections without scannable coupons and without KIDS' account numbers.
- Employer collections with KIDS' employer generated lists.
- Employer collections with employer lists.
- Employer collections without lists/coupons or account numbers.
- Interstate collections.
- Collections of cash, domestic and foreign currency with or without coupons or KIDS account numbers.
- Collections of money orders.
- Unidentified collections.
- Collections with instructions for financial obligation (i.e., debt) designations.
- Collections with receipt and disbursement (R&D) coupons.

Payer collections without account numbers are required to be researched. If no account number or an invalid account number is received with a collection, the contractor must access KIDS and attempt to identify the account number. Identification will require that at

least two of the following data elements from source documents match participant information on KIDS: name, social security number, court case number, and address. The identification of an account number must occur the same day the collection is received.

The total amount submitted by an employer must be reconciled against the reported individual employee amounts and the check amount. If the amounts do not balance, the contractor must contact the employer and determine the source of the discrepancy. The employer contact must occur the same day the collection is received. (See section 1.4.9)

There will be some instances when the payer of a collection cannot be identified after research has been conducted. Monies associated with these collections must be deposited into the Support Collections Trust Fund and unidentified payer collection information transmitted to KIDS on a daily basis.

Collections received which indicate the collection is designated to a specific financial obligation (i.e. debt) must be manually entered onto KIDS. The debt designation will be included either on the payer coupon or in attached correspondence. The contractor will be given direct access to components of the KIDS system to distribute the collection to the designated debt(s). Collections that require debt designation must be identified on the receipts transmitted to KIDS the same day they are received. A manual adjustment to designate the collection to the debt(s) must be completed on KIDS on the following business day.

Although the bulk of payer collections will be received by the contractor, a small percentage will continue to be received in person from payers at the county level. County receipting will accommodate payers who are ordered to submit a payment on the day of a court hearing in order to avoid jail time or other court negotiated agreement.

The contractor must supply a form, subject to DWD approval, to county offices to complete when the county has received child support monies. The form must identify the case and debt to which the collection is to be applied. When a collection is received by the county, the county will forward the collection along with the completed form to the contractor for processing. The contractor will access KIDS and designate the receipt to the appropriate debt(s).

If a collection is received with an R&D coupon, the receipt file sent to KIDS must identify that the collection is designated to the R&D fee.

Electronic collections will include:

Tape: The contractor must be able to accept IBM standard labeled tape cartridges (3480) and reels (9-track; 6250 BPI or 1600 BPI density) Both EBCDIC and ASCII format character sets must be accepted. Refer to Attachment Y.

Diskette: The contractor must accept 3½ diskettes. The diskettes must be IBM compatible. The contractor will provide a template for employer input. Refer to Attachment Y.

EDI via Value Added Network (VAN): The contractor must be able to process electronic collections from employers using the methods and formats prescribed by the Bankers EDI (Electronic Data Interchange) Council and NACHA (National Automated Clearing House Association), see Attachment Y. The employer should be able to submit collections to the contractor using either NACHA CCD+ or CTX formats.

EFT: When EFT is used for collections or disbursements, the contractor is responsible for Pre-Note or Zero Dollar File clean-up.

Telephone Receipt: The contractor must be able to accept employer/payer collections via Interactive Voice Response (IVR) technology. Implementation is subject to DWD approval of the script and menu levels.

Other Reporting Methods: The contractor may propose alternative child support collection methods. Process design and implementation procedures must be approved by DWD.

Electronic collection transfers must be reviewed and balanced before transmittal to KIDS. The contractor must report collections by individual payer when an electronic transfer is received with multiple payers.

All checks received by the contractor must be endorsed "For Deposit Only."

If correspondence requiring county or State action is received with a collection, the correspondence or facsimile must be forwarded to the appropriate county or the state agency within 48 hours of receipt.

Source documents must be retained in electronic or microfiche format for seven years.

An employer collection can contain multiple transactions, one for each employee. The total number of receipt transactions to be handled per month is estimated at 420,000. The transaction volume is expected to increase at a rate of 10% annually. Approximately 70-75% of these transactions are collected via income withholding. Wisconsin currently estimates an average of approximately 20,000 collections per day. Approximately 28,000 posting transactions are generated each Monday.

Other Data Collection

The contractor will also be responsible for processing the following data submitted with collections:

- Entry of change of payer/payee address.
- Entry of change of employment status.

Entry of this information onto KIDS must occur within three business days of receipt.

The contractor must provide an account history when a payer requests it. DWD will provide access to KIDS to allow the contractor to produce an account history for mailing by first class mail to the payer.

Performance Standards:

1. The contractor, at a minimum, must collect mail addressed to the central receipt and disbursement post office box each day, Monday through Friday, on an agreed upon schedule. The schedule must ensure that all mail received in the post office box by 3:00 PM is picked up the same day. The contractor will provide a log of pick-up times on a weekly basis to the State.
2. The contractor is responsible for processing 99.9% of all collections, other than those that require research, received at the post office box by 3:00 PM, each day. Processing is defined as receipted and transmitted to KIDS by 6:30 PM Monday through Friday. Daily management reports and random on-site monitoring by DWD representatives will determine if this requirement is being met.
3. Ninety-nine and nine tenths percent (99.9%) of collections processed by the contractor must be deposited by 6:30 PM on the day of receipt into the Support Collections Trust Fund. Management reports and random on-site monitoring will determine if this requirement is being met. Ninety-nine and tenths nine percent (99.9%) of collections that require debt designation must be designated on KIDS the following business day after processing. The KIDS suspense report and random on-site monitoring will determine if this requirement is being met.
4. If correspondence is received with a receipt that requires county or State action, the correspondence or a facsimile must be forwarded to the appropriate county or the State agency within 48 hours of receipt.
5. Entry of change of payer/payee address and change of employment status onto KIDS must occur within three business days of receipt.

If these monthly performance standards are not met, the contractor will be subject to a corrective action plan or liquidated damages as defined in Attachment X.

2. Disbursements

Wisconsin currently estimates an average of approximately 15,000 disbursements per day. Approximately 18,000 disbursements are generated each Monday.

The contractor must maintain an automated system that will print child support-related checks to custodial parents and other court-ordered payees. Information contained on the check stub must conform to federal regulations and State policy and is subject to DWD approval. If the check is going to an agency and includes disbursements for multiple child support cases, the check must be accompanied by the KIDS D562 Monthly Disbursement Report which details the cases and case amounts. See Attachment P for a sample check with stub and Attachment T for a sample KIDS D562 Monthly Disbursement Register.

The contractor must be able to print five types of checks that may be included in the check file produced by KIDS. The five check types are:

- Standard Check
- Interstate Check
- Third Party Check
- End-of-month Third Party Check
- Payer Check

DWD will forward a check file to the contractor Tuesday through Saturday. The check file will be sent from the KIDS system to the contractor no later than 6:00 a.m.

Disbursement checks will be printed on blank check stock provided to the contractor by the State. The State will provide the contractor with a signature plate.

Checks must be printed and mailed by the contractor the same day the check file is received from KIDS. Any check holds will be controlled by the KIDS system. The contractor must pre-sort, bar-code and bundle the checks by zip code to take advantage of lower mailing costs. The contractor must provide the window envelopes used for mailing checks. The envelopes will have the contractor's address as the return address. The contractor is responsible for costs associated with mailing checks, except for postage costs which will be passed-through to DWD.

The contractor's system must provide the ability to accommodate up to 160 characters of informational text to be printed on the check stub.

The contractor will use the KIDS system to void, stop payment on and/or cancel checks. Information on NSF checks is addressed in Section 1.4.7. The contractor must assume responsibility for researching returned checks to determine if they should be voided or canceled and re-issued. If the returned check is voided, the contractor will record the necessary information in KIDS and perform the require manual adjustment to accurately reflect where the funds are to be held.

When a court-ordered payee or agency requests automatic deposit of child support payments, the contractor must have a means to electronically transmit the direct deposit to the payee's bank account.

The contractor's system must produce a daily report with control totals of the number of checks and EFTs, the total dollar amount of each, and a grand total of disbursements. The vendor will be given access to EOS, the system used to generate KIDS reports. The KIDS C249 Daily Disbursement Register can be used to reconcile to the daily check print job. The D561 Daily Disbursement Report includes items that cannot be disbursed for reasons such as no payee address. KIDS retains these reports for more than 30 days for reconciliation purposes. The vendor is required to retain the daily disbursement file until the Support Collections Trust Fund is reconciled each month.

Performance Standards: The contractor must print and mail all checks via first class mail each business day (Monday through Friday except for the six major legal holidays) in which the contractor receives a check file from KIDS. In instances where checks must be re-issued, the contractor must reprint and mail those checks on the same day. Check reissues must be completed within 24 hours of identifying the need for reissuance. The contractor must notify DWD within 1 hour of any checkprinting problems that will cause a delay in processing the daily check file on the same day it was received from KIDS. The contractor's performance will be measured by comparing the checkwrite file received from KIDS with the contractor's check print report.

If these monthly performance standards are not met, the contractor will be subject to a corrective action plan or liquidated damage as defined in Attachment X.

3. Customer Service:

DWD's intent is that the contractor provide customer service as minimally defined in Component One below. During the course of the contract, DWD reserves the right to expand customer service activities to include any or all of the additional components or other mutually agreed upon customer service tasks. Any contract change will be subject to negotiation. Pricing is requested for Components One, Two and Three. DWD may request expansion of the contractor's customer service function as defined in Component Four with payment mutually agreeable to DWD and the contractor. If DWD requests expansion of the contract to encompass additional customer services, DWD will request implementation under this section and negotiate a mutually acceptable payment to the contractor.

For purposes of this section, agency is defined as county Child Support Agencies, DWD and Child Support Agencies from other states.

Component One (Mandatory):

The contractor will act as DWD's agent and will be responsible for providing the following customer service tasks, at a minimum:

- A. Provide assistance to payers, payees, employers and agencies regarding receipt and disbursement information.
- B. Provide assistance to payers, payees and employers to change receipt and/or disbursement methods.
- C. Provide general problem resolution regarding lost, damaged or delayed receipts and disbursements.
- D. Provide customers with the appropriate agency telephone number as necessary.
- E. Provide a customer service system which:
 1. Provides sufficient capacity so all calls are answered prior to the 4th ring;
 2. Provides sufficient capacity so no caller is on hold for more than one minute;
 3. Provides messages to the caller when the system is down or busy.
 4. Provides four *separate* toll free (800 or 888) numbers for each of DWD's customer groups. The toll free numbers must be available for in-state and out-of-state callers. The system must contain a sufficient number of telephone lines and staff so that a caller can receive personal assistance Monday through Friday from 7:00 AM to 6:00 PM central time. The contractor must provide:
 - a. A toll free number for DWD and county child support agencies questions/problem resolutions;
 - b. A toll free number for employer inquiries;
 - c. A toll free number for TTY (text telephone) access;

- d. A toll free number, associated with a voice response system, for payer and payee questions.

IVR Information: DWD currently maintains an interactive voice response system (IVR) that receives approximately 233,000 calls per month or a yearly total of 2.8 million calls. The voice response system is available to callers from 6 a.m. to midnight Monday through Friday, 6 a.m. to 8 p.m. on Saturdays and 9 a.m. to midnight on Sundays. The proposal must incorporate this system into the contractor's system and increase the hours of availability and access. DWD will provide the contractor with the script and access to the KIDS system for the information. DWD must approve any IVR script changes and modifications. The voice response system customer service system must, at a minimum:

- e. Include a security component so confidential information is protected;
 - f. Operate at a minimum 23 hours a day, 7 days a week;
 - g. Be accessible for hearing impaired;
 - h. Provide information in English, Spanish, and Hmong;
 - i. Provide information on the last five transactions for both receipts and disbursements;
 - j. Provide arrearage information and current financial obligation balances;
 - k. Provide federal and state tax intercept information;
 - l. Provide transfer to a customer service representative Monday through Friday from 7:00 AM to 6:00 PM central time;
 - m. Provide sufficient capacity so all calls to the IVR are answered prior to the 4th ring;
 - n. Provide messages to the caller when the IVR is down or busy.
- F. Provide multilingual (at a minimum English, Spanish, and Hmong) customer service to respond to payer, payee and employer inquiries.
- G. Fulfill 98% of all requests for receipt and disbursement information by 6:00 PM the following business day.