

Parole Date Worklist - Rank 41			
78. Parole Date Worklist - Create a worklist for the noncustodial parent when his or her parole date is reached.	SR 98-49 to IBM Global 2/26/98 Criminal Actions Submenu 04-11 41	4/20/00	\$11,800 - \$23,500
Billing Issues - Rank 43			
79. Interstate Case Bills - Eliminate monthly billing statements for interstate cases.	SR 98-19 to IBM Global 2/26/98 Billing Issues (Batch) 43	2/4/00	\$35,300 - \$47,000
80. Suspense Processing Workgroup - Convene the Suspense Processing Workgroup to identify suspense problems and suggest corrections.	Workgroup met 5/12/98. Created eight service requests, listed under #80 & #81. (Previously reported as SR 98-76) Billing Issues (Batch) 43		
a. Use invalid address suspense code "I" to trigger locate processing - Set KIDS to "Locate Absent-Parent" if participant lacks valid disbursement address.	SR 98-216 to IBM Global 6/1/98 Currently in requirements and design.	4/1/99	Cost estimate to be determined
b. Separate the Suspense Reason from the Transaction Hold Reason - There's currently confusion when a user hold overwrites a system-generated hold.	SR 98-217 to IBM Global 6/1/98 Currently in requirements and design.	1/4/99	Cost estimate to be determined
c. Set & Retain Ownership of Suspense Transactions - With CR&D it will be necessary to identify which county is responsible for working suspense items.	SR 98-218 to IBM Global 6/1/98 Currently in requirements and design.	1/4/99	Cost estimate to be determined
d. Statewide Allocation Suspense Report ("Secondary Suspense Report") - New report of suspended collections for which more than one county has a related case.	SR 98-219 to IBM Global 6/1/98 Currently in requirements and design.	4/1/99	Cost estimate to be determined
e. Create Subclasses of the "L" Suspense Reason - To help workers identify the various reasons for an "L" code on the Suspense Report.	SR 98-221 to IBM Global 6/1/98 Currently in requirements and design.	4/1/99	Cost estimate to be determined

○ = Target/Completion date moved up (sooner) since 5/15/98 report
 ◎ = Target/Completion date moved down (later) since 5/15/98 report

<p>f. Retain "O" Designation for Suspend Transactions - Prevent KIDS from changing "O" codes to "L." This will reduce confusion and lost data.</p>	<p>SR 98-222 to IBM Global 6/1/98 Currently in requirements and design.</p>	<p>4/1/99 <u>Cost estimate to be determined</u></p>
<p>81. Suspend Report - Break out suspend report items so they can be sorted by suspend code.</p>	<p>Workgroup met 5/12/98. Created eight service requests, listed under #80 & #81. (Previously reported incorrectly as SR 98-76) Billing Issues (Batch) 43</p>	<p><u>Cost estimate to be determined</u></p>
<p>a. Add New Sorting Criteria to Suspend Report - This will make it easier for workers to use this daily report.</p>	<p>SR 98-220 to IBM 6/1/98 Currently in requirements and design.</p>	<p>1/4/99 <u>Cost estimate to be determined</u></p>
<p>b. Apply Ownership Rules to Suspended Transactions - When CR&D is implemented, rules on jurisdictional ownership of suspended money will be needed.</p>	<p>SR 98-223 to IBM 6/1/98 Currently in requirements and design.</p>	<p>1/4/99 <u>Cost estimate to be determined</u></p>
<p>Outstanding Service of Process - Rank 44</p>		
<p>82. Process Service - Create an event to note an unsuccessful service of process.</p>	<p>SR 98-35 to IBM Global 2/26/98 Outstanding Service of Process 04-15 44</p>	<p>4/20/00 \$11,800 - \$23,500</p>
<p>View Court Case Obligations - Rank 46</p>		
<p>83. Court Case Obligation - Change "view court case obligations" field to show frequency amount.</p>	<p>SR 98-68 to IBM Global 2/26/98 View Court Case Obligations 05-23 46</p>	<p>2/4/00 \$11,800 - \$23,500</p>
<p>Bankruptcy Maintenance - Rank 47</p>		
<p>84. Bankruptcy - Change bankruptcy suspension so that processing restarts when bankruptcy ends.</p>	<p>SR 98-55 to IBM Global 2/26/98 Bankruptcy Maintenance 04-10 47</p>	<p>4/20/00 \$58,800-\$70,550</p>

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Check Write - Rank 48			
85. Reissued Checks - Generate a check stub or notice to the custodial parent on a reissued check.	SR 98-32 to IBM Global 2/26/98 Check Write 05-17 48	2/4/00 \$58,800-\$70,550	
86. Refund Checks - Generate a check stub or notice to noncustodial parents who receive refund checks.	SR 98-15 to IBM Global 2/26/98 Check Write 05-17 48	2/4/00 \$58,800-\$70,550	
Update Subaccount Indicator - Rank 49			
87. Interest on Spousal Support Arrears - Permit interest charging on spousal support arrears.	SR 98-50 to IBM Global 2/26/98 Update Subaccount Indicator 05-08 Currently being coded. 49	10/31/98 ○ \$35,300 - \$47,000	
Criminal Referral - Rank 50			
88. Criminal Referral - The criminal referral screens do not work properly and should be corrected.	SR 97-13 to IBM Global 10/10/97 Criminal Referral 03-18 50	12/11/98 ○ \$35,300 - \$47,000	
Child Supplemental Update - Rank 51			
89. Termination of Parental Rights - Upon termination of parental rights, create an event for all cases with that child.	SR 98-93 to IBM Global 2/26/98 Child Supplemental Update 04-04 51	4/20/00 \$11,800 - \$23,500	
Items Not Ranked			
90. Interactive Voice Response Change - Change the Interactive Voice Response system to eliminate a confusing reference to "adjustments."	No Service Request Number	COMPLETED 1/98 \$300	

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○ = Target/Completion date moved down (later) since 5/15/98 report

<p>91. Adjustment Across Counties - Prohibit a worker in one county from making a monetary adjustment to a case in another county.</p>	<p>No Service Request Number Referred to Security Workgroup, which is on hold pending Central Receipt & Disbursement. After CR&D, county workers may have a need to make monetary adjustments to a case in another county.</p>	
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STATUS OF KIDS CERTIFICATION AND OTHER STATE AND FEDERAL KIDS ENHANCEMENTS

September 1998 Quarterly Report

The Department of Workforce Development's May 15 report to the Joint Committee on Audit addressed progress made toward modifying KIDS to meet current state and federal requirements, particularly federal certification requirements. This report discusses the current status of KIDS certification and other state and federal KIDS system changes completed since the submission of the May report.

In September 1997, KIDS was conditionally certified by the federal Office of Child Support Enforcement (OCSE). In its evaluation of KIDS, OCSE staff noted six areas where the system did not meet certification standards. The Department's Bureau of Child Support (BCS) assumed that federal officials would be returning to Wisconsin this fall to determine the status of completion of the certification exceptions noted by OCSE. However, in July, Wisconsin's system liaison in OCSE notified department staff that there would not be a certification visit this fall. OCSE officials further clarified that KIDS was not at risk of losing its conditional certification status or being assessed financial penalties if all system certification requirements were not completed by October 1, 1998.

As a result of this information, the Bureau of Child Support has developed the following strategy for completing the system certification exception work:

1. Life of Case Refund Processing - Work on this certification exception has been completed and KIDS now automatically calculates life of case refunds.
2. Notice of Collection - Work has progressed on this certification exception and KIDS will begin generating the Notice of Collection in November 1998.
3. CSENet - Work has progressed on this certification exception and testing continues. With changing federal regulations regarding processing for interstate cases, BCS will wait until more definitive information is available before completing the CSENet/KIDS interface.
4. Credit Bureau Reporting - BCS has decided to first develop the Lien Docket (relating to the federal PRWORA initiative for liens and seizures) processing in KIDS from which reporting to credit bureaus will emanate. The Lien Docket work is currently in the requirements and design stage of development and is now scheduled for completion in January, 1999. The Credit Bureau Reporting is scheduled for completion in April, 1999.
5. Distribution to Percentage Expressed Orders - Modifications to KIDS to more effectively distribute monies to cases with percentage expressed orders are being planned with an anticipated completion date of April 1999.
6. Federal Reporting - OCSE has developed a new federal report to replace two existing federal reports. Design work is underway to ensure that KIDS will provide the data required for this new report as well as existing federal reports. For each federal report, there is some data that is not available in KIDS. This data must be obtained from another DWD system and manually entered on the appropriate federal report.

It is anticipated that when OCSE staff return to Wisconsin to evaluate the system changes made to support PRWORA initiatives, they will review the four system certification exceptions that will not be completed this calendar year.

In addition to the completion of County A List and work on certification items, a variety of other KIDS changes required by the state and federal governments were completed during this reporting period. They include the following financial management and case management changes:

1. Add/Update Financial Obligations - The "End Date" on the Add/Update Financial Obligation screen will default to match the "Date End" on the Add/Update Court Order screen if the user deletes the end date on the obligation and then test drives or confirms the obligation screen.
2. Searching by Court Case - KIDS will now display an error message when a worker is searching by court case number and there are no cases associated with that court case.
3. Pre-eligible Cases - Although this issue was not tracked as a "County A-List" system enhancement, this fix to a system problem is a direct result of county staff identifying the problem, quantifying the scope of the issue, and participating in a work group to identify alternatives to resolve the problem. KIDS will now accept pre-eligibility withdrawn and denial codes from CARES. When a denial or withdrawn code is received from CARES, the existing Wisconsin Works case type in KIDS will be changed to a "continuing case." Previously these codes were not being processed by KIDS and cases remained in a Wisconsin Works case status incorrectly.
4. Supplemental Data Screen - This screen can now be used to record information pertaining to Custodial Parents and all other types of KIDS participants.
5. Foster Care Referrals - Foster care referrals are forwarded to KIDS via an interface with the Human Services Reporting System (HSRS). When a new case is received, KIDS will first check for any existing cases, and query the case for an open subaccount. If an applicable subaccount is identified, KIDS will not change the case type to foster care. Instead, KIDS will build a new foster care case.
6. Preventing Inappropriate Case Type Changed - KIDS will prevent workers from changing case types on the Update Case screen if a subaccount with a selected system level payee exists that does not match the case type the worker is entering.
7. Income Withholding - A default was added to prevent problems receipting employer payments. County staff can override the default codes if necessary.

In addition, seven reports were created or edited to increase their efficiency and usefulness for county workers. (This information is also included in the Reports Management document.) The reports include:

1. Warrant Tracking Report - The format of this daily report has been changed to include the participant's first name and date of birth, and can now track court case numbers that contain fewer than 13 characters.
2. General Ledger Activity Report - This report now recognizes Kinship Care Accounts.
3. Acknowledgment Summary Report - Totals for two quarters will now fit on one page and there is a new subheading on the county total page.
4. Establish Support Aging and Timeline Report - The format of this monthly report has been modified to become more useful for county staff.

5. **Income Withholding Delinquency Report** - Income types other than "wage" have been eliminated from this monthly report.
6. **Monthly Disbursement Report** - This report will now include cases in which the third party payee was missing. This changes enables counties to identify cases that need the third party payee included in the account.
7. **Number of Cases by Status and Type Report** - The "Medical Only" and "Medicaid Only" column headers have been changed to the appropriate medical assistance codes. The programming behind the columns has been corrected for accuracy.

Of the remaining state and federal high priority changes to KIDS, five of the federal requirements, CSENet, State Case Registry, Centralized Receipt and Disbursement, Lien Docket and Privacy are in the requirements and design stage. Two state requirements, Interest Charging and Locate Timeline are in the coding stage, and two changes the state IVA-IVD Interface and the federal New Hire Income Withholding are in testing.

STATUS OF REPORTS MANAGEMENT

September 1998 Quarterly Report

As a result of the 1997 Legislative Audit Bureau audit of the KIDS system, the Department of Workforce Development (Department) was directed to submit a report in March 1998 addressing the KIDS system's reporting capabilities and outlining the Department's plans to improve the availability of critical county, state and federal management reports. As part of the September Quarterly Report, Audit Bureau staff requested an update of the March report.

In the last six months, the Department has made significant progress in providing timely and accurate child support reports. The Reports Workgroup, whose membership includes a majority of county staff, has identified standards for modifying old reports and developing new ones. These standards include always providing report totals and enabling staff to sort reports by responsible worker and NCP name. The workgroup is responsible for reviewing all new reports before approval of the final design to ensure a consensus on the report's content before coding begins.

Seven reports were created or edited to become more efficient and useful for the county worker. (This information is also provided in the report on KIDS certification and state/federal changes to KIDS.) A summary is provided:

1. Warrant Tracking Report - The format of this daily report has been changed to include the participant's first name and date of birth, and can now track court case numbers that contain fewer than 13 characters.
2. General Ledger Activity Report - This report now recognizes Kinship Care Accounts.
3. Acknowledgment Summary Report - Totals for two quarters will now fit on one page and there is a new subheading on the county total page.
4. Establish Support Aging and Timeline Report - The format of this monthly report has been modified to become more useful for county staff.
5. Income Withholding Delinquency Report - Income types other than "wage" have been eliminated from this monthly report.
6. Monthly Disbursement Report - This report will now include cases in which the third party payee was missing. This change enables counties to identify cases that need the third party payee included in the account.
7. Number of cases by Status and Type Report - The "Medical Only" and "Medicaid Only" column headers have been changed to the appropriate medical assistance codes. The programming behind the columns has been corrected for accuracy.

In order to provide quicker responses to county report requests, three additional staff have been trained and are now able to query the database for simple data requests. Bureau of Child Support (BCS) staff have also updated the reports that are available to county staff on request. Bi-weekly meetings have been held between the Bureau's report staff and the Department's Bureau of Welfare Initiatives Research and Statistics Section. As a result of these efforts, the backlog of pending requests for reports has decreased 50%. In addition, staff in the Bureau of Child Support and the Bureau of Information Technology Services (BITS) are working together to develop a Reports Team in the BITS Applications Development Section. The team will facilitate the assignment of report development to the more experienced staff and provide KIDS system

consultation to report developers in BITS. The team will also enable more coordinated front-end project planning for necessary reports.

Preliminary design work has been completed for the federal 34A Fiscal Report and the 157 Program Report. Although both reports are federal requirements, counties have requested that they be provided on a monthly basis. This change is included on the County A List. Two other reports on the County A List, the Chronological Event History Report and the Account History Report are close to completion.

The first edition of the Reports Manual has been completed and will be distributed to users in the near future. It will continue to be revised and expanded as the need arises. Also, as the number of reports increases, it may become more difficult for users to find a desired report given navigation limitations in the EOS reports management software. To deal with this problem, BCS plans to maintain an updated Reports Fact Sheet on the KIDS Bulletin Board to assist users.

Finally, the Division five sessions of Reports Training have been completed and four more sessions are scheduled. The sessions have been highly rated reflecting how important this type of training is to county users. The training also resulted in requests from the counties for more data and more defined reports as well as suggestions for improvements to current reports. County staff have asked for assistance in formatting data in graphs and charts for more effective presentations to their county boards. The Bureau of Child Support is able to provide such statewide data and plans to make such information available through standardized county reports or through the provision of technical assistance to develop individualized reports. Future plans also include more standardization of numeric and English titles on both the listings and in the actual reports. Many of the early reports have several different titles making them very difficult to locate.

STATUS REPORT ON SYSTEM PROCESSING EFFICIENCY

September 1998 Quarterly Report

The Department of Workforce Development's (Department) May 15 report to the Joint Committee on Audit included a three page report on system processing efficiency. Since that time the Department has continued to focus its efforts on improving the availability and reducing the cost of the KIDS system. This type of system work competes for limited system development resources, but increasing system efficiencies is a Department priority because of the importance to our customers. One of the areas that has been specifically targeted is the daily and monthly batch processing time of KIDS. Several process changes in this area have been developed and successfully implemented, while others are still in the testing stage.

One major change has been the decision of system managers to migrate over 70% of the financial data in the system to processing environments which are not accessed on a daily basis. While this does not preclude a user from accessing the data during their daily work, it does mean that the system does not need to parse through the financial data during each batch process since the data is not required to perform the daily or monthly batch function. As a result of this migration and other minor system modifications, each daily batch run now takes an average of 6.5 hours instead of the previous ten hours, while the month-end batch requires 31 hours instead of 53 hours. These changes allow the system to be available to the counties for a greater amount of time. An added benefit of these changes is that the system costs less for the state to run.

In addition to the financial data migration, a 'query only' region has been available to the counties for end-of-month processing since June. The 'query only' region allows a number of users to access data which previously has not been available during end-of-month processing. While not as robust as the production system, this does ensure that workers can access information and individuals needing help from their county workers can receive assistance even though the system is running its month-end processing.

System managers are also conducting a proof of concept test to determine if the current month-end batch process may be further split up to allow time for the users to access the system during normal work hours. While this effort is in testing now, and additional work on the jobs which make up the batch process will need to be performed to decrease their run time, this change could potentially enable counties to access the actual system during the end of month period. As a result of these changes, the Department may be able to reduce the down time during an end of month work day to only a few hours.

Finally, within the next few months efforts to partition data within the system, speed up certain jobs, and provide an improved 'query only' region to the counties should be in place. These changes will decrease down time even further, give the counties access to system data when batch processing must occur during normal work hours and decrease overall system operation costs.

STATUS OF THE CENTRALIZED RECEIPT AND DISBURSEMENT PROJECT

September 1999 Quarterly Report

The Centralized Receipt and Disbursement Project remains on target for implementation in January 1999. The following is the status of the project as of September 1998.

Vendor Contract - The Department of Workforce Development (Department) negotiated a performance-based contract, effective June 1, 1998, with Lockheed Martin IMS to operate Wisconsin's State Disbursement Unit (SDU). Lockheed Martin IMS will be responsible for receipting all support collections, disbursing all support payments, providing customer service to payers, payees, employers and county child support agencies, providing outreach to customer groups, implementing an electronic payment capability for payers, including employers, and reconciling collections and disbursements in the Support Collection Trust Fund account on a daily basis.

Firststar-Milwaukee is a subcontractor to Lockheed Martin IMS for this project. Firststar will handle check-printing and will generate monthly turn-around documents to send to employers who submit child support payments on behalf of their employers with income withholding orders. The Department of Administration has opted to continue to handle billing to noncustodial parents rather than having Lockheed Martin IMS handle this task as requested by the Department. The contract period is three years with an optional extension to five years. Vendor costs are \$34.1 million over the five year contract period. Included in the \$34.1 million is \$4.0 million in start-up costs, which the Department opted to pay because it offered \$2.8 million in savings over the five year life of the contract. The vendor will operate Wisconsin's State Disbursement Unit at 315 W. Edgerton Ave. in Milwaukee, which is near General Mitchell Airport.

Business Area Analysis - A facilitated three-day Business Area Analysis Session was held in July to determine the centralized receipt and disbursement requirements for the interface between Lockheed Martin IMS's system and KIDS, which is maintained by IBM Global. As a result of that session, both vendors have developed workplans for completing the system changes required to support Wisconsin's State Disbursement Unit operation by December, 1998. All core function system changes including changes to receipting, disbursement, customer service, and employer withholding lists will be completed by this date. Additional features designed to support electronic funds transfers, pay by phone capability, direct deposit of child support, debit cards, credit card payments, and the use of the Internet for payment submission will be developed during 1999.

County Transition - The Department will continue to coordinate the transition of child support financial responsibilities from county Clerk of Court Offices to county Child Support Agencies. This transition is the final step in the implementation of centralized receipt and disbursement. In June 1998, every county was provided a centralized receipt and disbursement implementation packet. Beginning in March 1999, Centralized Receipt and Disbursement Project staff will begin the final transition of county operations. Fifty four counties will make the transition in 1999 with approximately eight counties transitioning each month. The Department will provide both training and on-site support to county child support staff who are assuming responsibility for financial tasks that were previously the responsibility of staff working in the Clerk of Court's Office.

CHANGING THE LEVEL OF DEPARTMENT OF WORKFORCE DEVELOPMENT PARTICIPATION IN KIDS

September 1998 Quarterly Report

The Legislative Audit Bureau's (LAB) audit of KIDS recommended that the Department of Workforce Development (DWD) "establish a deadline by which staff will assume complete responsibility for the maintenance of KIDS." Due to the constraints of current position and expenditure authority and due to the volatile demands for experienced staff in the field of information technology, DWD believes that for the foreseeable future the state will need to rely on the support of an outside contractor to some extent in order to operate systems as large as KIDS. In the Department's May 15, 1998 submission, a plan was presented for changing KIDS staffing levels to allow DWD's Bureau of Information Technology Services (DWD/BITS) to assume a leadership role for system development and maintenance. This report provides an update to that submission and reviews the progress the Department has made to date in achieving a larger role in the ongoing operation of KIDS. The areas of database administration, production control and system development will be covered in this report.

DWD/BITS met its goal of assuming one-third of all KIDS database administration duties in June, 1998. Database administration includes the analysis of new and existing business requirements, including a determination of the most efficient model for storing data related to these requirements. Database administrators create the logical paths a system uses to access data. This area has a tremendous impact on the efficiency and cost of operating a system. Presently the Department has 1.5 FTE allocated to this function. In assessing the needs of the system, DWD/BITS anticipates that no more than 2.0 additional FTE will be required in order for the Department to assume full responsibility for all database administration. The Department included a request for 2.0 FTE for this area in its biennial budget request in order to address this need.

Due to the complexity of database administration tasks, these positions will require staffing by very experienced, highly skilled staff. The consequences of mistakes in this area can be far reaching in terms of overall system operation and performance. Approval of the additional 2.0 FTE does not in itself guarantee that the Department will be able to successfully meet its goal of being 100 percent state staffed by the end of 2000. Due to competition in the marketplace for individuals with solid database administration skills, the Department will face challenges in recruiting and retaining quality staff in this area. According to the "DER Information Systems (IS) Labor Market Information and Analysis Summary" from January, 1998, state wages for database administrators are only 80 percent of what private employers are paying.

As described in the previous submission, production control is the scheduling, monitoring and possible repair of the system jobs which run both nightly and at end-of-month. DWD/BITS has made tremendous progress in assuming responsibility for this area which was at one time performed completely by the contractor. DWD/BITS is now scheduling and monitoring daily, weekly and monthly nightly production cycles. Staff to cover the Sunday daytime shift was added on August 9, 1998, and staff to cover the Saturday night production run will be added later this year.

DWD/BITS staff will begin training in September, 1998 with the contractor's staff to learn how to fix production control jobs when they fail, and to recover and restart the jobs once the fix has been implemented. Department staff are expected to begin assuming this responsibility in October. Contractor staff will be available for consultation as the DWD/BITS staff transition to this task. Currently there are 3.0 FTE DWD/BITS staff working in the KIDS production control area. The Department is ahead of its proposed time frame for fully integrating production control into DWD/BITS. This goal should be realized prior to November, 1998.

The area of system development requires the greatest number of staff to accomplish the necessary work. As defined in the May, 1998 report, system development includes both maintenance of existing system software as well as the development of new or modified software in response to new business requirements. Due to the extremely broad scope of system changes required by the federal government and in response to a large number of system modifications requested by the counties, the Department has authorized the contractor to increase its staffing levels to 40 staff who are assigned to the four system development teams. Along with the 10 DWD/BITS staff working on these teams, a total of 50 programmers and lead analysts are currently working on KIDS.

DWD/BITS estimates there are approximately three years of design, development, testing and implementation work to be done just in order to finish work that has currently been identified. This does not take into account any new business requirements that the counties, or state or federal governments may mandate. Therefore, the staffing levels and recommended timetable for bringing on new staff are very dependent on the identification of new requirements beyond what is known today.

Given the increased workload the Department is seeing in the area of child support enforcement, DWD/BITS recommends that 30 additional FTE be assigned to KIDS over the next 10 years. This is an increase of 10 FTE over the number included in our May report. The increase reflects a more in-depth analysis of the current workload and additional planning regarding the most effective way to bring new staff into this area.

Before presenting a timetable for bringing new staff on-board, some caveats from our earlier report must be restated. In the May report we stated that "because of the excessively high demand for trained technicians and the inability of the state to offer competitive salaries to highly trained programmers and analysts it will be extremely difficult over the next several biennia for the Department to recruit, hire, train and retain the necessary personnel to enable the Department to assume full responsibility for KIDS."

The DER labor market survey which was referenced earlier indicates that overall, state salaries represent only 87 percent of external market wages for the 93 information technology benchmark classifications included in the study. This figure drops down to only 72 percent for senior programmers/analysts and explains why the state has such a difficult time retaining high quality, experienced staff in these positions.

Even if state salaries were increased, this would not assure the availability of the right personnel. G. Raphaelian estimates in "Trends in IT Work Roles and Compensation" (April 25, 1997) that the demand for skilled information technology professionals outstrips the available supply by 10 percent on average and 30 percent in more specialized areas. In a special supplement on technology trends, Government Technology (June 1998) emphasized that "government is

constantly losing highly skilled people to the private sector because of the large-scale workforce migration to a higher wage structure.” The article also went on to point out that state and local governments are not only competing with the private sector for skilled IT professionals, but due to the creation of the virtual work environment, everyone is competing globally for these same scarce resources.

Given these limitations, the Department is proposing the following timetable for transitioning primary responsibility for KIDS to the Department.

1999-2001	Request 2.0 FTE for database administration area
2001-2003	Request 8.0 FTE for system development and maintenance
2003-2005	Request 8.0 FTE for system development and maintenance
2005-2007	Request 7.0 FTE for system development and maintenance
2007-2009	Request 7.0 FTE for system development and maintenance

These estimates are contingent upon approval of the necessary position and expenditure authority, and upon the ability of the Department to recruit, hire, train and retain qualified staff.

PERFORMANCE-BASED CONTRACTING

September 1998 Quarterly Report

In the Joint Committee on Audit's June 23, 1998 response to Secretary Stewart, it was requested that the Department of Workforce Development (DWD) provide more specific suggestions "on how to implement an effective performance-based contracting system." This portion of the Department's quarterly report looks at the process DWD follows in contracting for large systems like KIDS and Central Receipt and Disbursement (CR&D), and at specific areas in the contracts which require contractors to meet the Department's performance requirements.

The Department of Workforce Development follows procurement law contained in Section ADM 10 of Wisconsin State Statutes in contracting for outside vendors to perform system development work. Chapter 16 - Procurements, in the Wisconsin Administrative Code, is approved by the State Legislature and serves as the basis for the State Procurement Manual issued by the Department of Administration. This Manual provides a uniform guideline for all state agencies in carrying out procurement activities.

In Requests for Proposals (RFPs) developed by the Department for KIDS and CR&D, very specific business and technical requirements were defined which serve as the basis for the resulting contracts with the vendors. The RFP is incorporated into the final contract by reference and all RFP requirements become legally binding unless further clarifications or modifications are made in the final contract language. For all system development contracts executed by the Department, a Contract Administrator is appointed. This person acts as the Department's representative to the contractor. The authority and duties of the Contract Administrator are defined within the contract.

Contractors must meet the performance requirements included in the RFP and the resulting contract for all systems development work or they face financial penalties. The Contract Administrators for KIDS and CR&D are charged with oversight of the contractor's successful completion of project milestones and deliverables. If a contractor fails to meet these performance requirements, the Contract Administrator has the authority to notify the contractor of any resulting penalties. Other Department of Workforce Development vendor developed systems such as the Unemployment Insurance Call Center and New Hire reporting systems, and the Workers' Compensation imaging system have also been developed under similar clear, enforceable performance standards.

Two examples from the CR&D RFP are listed below in order to illustrate just how specific these business and technical requirements are. For each example, the accompanying performance standard is also identified.

- DWD Requirement - 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.
 - Performance Standard - 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.

- DWD Requirement - Checks that are returned as undeliverable or reported by the bank as stale dated (i.e., not negotiated within one year of issuance) must be recorded in KIDS.
 - Performance Standard - One hundred percent (100%) of stale dated checks must be correctly recorded in KIDS before receipt of the next bank statement. DWD will verify that this has occurred by reviewing the monthly KIDS outstanding check report.

Every aspect of the contractor's performance is defined in detail similar to the two examples given above. Section 4.30 of the CR&D RFP defines the liquidated damages and progressive contract administration actions that can be taken if the contractor fails to perform as required.

The Department feels confident that procedures are currently in place to insure that a qualified contractor is selected for all system development work, and that a legally binding contract and progressive contract administration actions result in the effective performance of that contractor once a project is underway.

Tommy G. Thompson
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Linda Stewart
Secretary



State of Wisconsin

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December 22, 1998

The Honorable Mary Lazich
Co-Chair, Joint Committee on Audit
Room 304, 100 North Hamilton
Madison, Wisconsin 53703

The Honorable Carol Kelso
Co-Chair, Joint Committee on Audit
8 West, State Capitol
Madison, Wisconsin 53702

Dear Senator Lazich and Representative Kelso:

I am pleased to submit to the Joint Committee on Audit the December Quarterly Report on the progress the Department of Workforce Development has made in increasing the effectiveness and efficiency of KIDS operations. Attached to this letter are the following reports:

- 1. County Priority Requests for KIDS Enhancements** - This report and two attached tables explain in detail the status and summarize the cost of enhancements and system changes requested by county child support officials. Twenty-six of these county priority changes, referred to as the County A List, have now been completed and are functional in KIDS or have been withdrawn. A number of other changes are in the process of being designed, coded and tested.
- 2. Other Federal, State and County KIDS Enhancements** - Although not specifically requested as part of the December Quarterly Report, this report, taken with the previous one, will present a more complete picture of the multiple system changes that have been completed since the September, 1998 report.
- 3. Status of the Centralized Receipt and Disbursement Project** - The Department has been reporting quarterly on the status of centralized receipt and disbursement (CR&D). This report is the final one before CR&D is implemented on January 4, 1999. On January 5, all child support checks will be printed and mailed by Firststar Bank in Milwaukee. The processing of support collections by the vendor, Lockheed Martin IMS, will be phased in over a three-month period.

These three reports show the continuing steps that have been taken toward implementing the priority KIDS changes that are critical, not only to the counties, but to the state and the federal government. They also highlight that a great deal of progress has been made in addressing KIDS operational issues. I am especially proud of the work of the CR&D implementation team which has accomplished our implementation goal of January, 1999, nine months before the federal deadline. As always, this project has been a collaborative effort between state staff, county clerks and county child support staff. One outstanding issue raised in the Legislative Audit Bureau report that has not yet been addressed by the Department is management

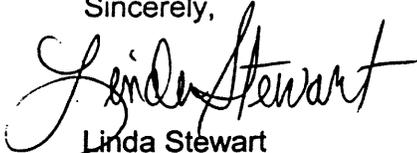


The Honorable Mary Lazich and the Honorable Carol Kelso
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reports. The Department will create a joint county and state workgroup early next year to begin discussing this issue.

I continue to appreciate the time and effort that the Joint Committee on Audit and the Legislative Audit Bureau have devoted to assisting the Department in managing KIDS. I look forward to reporting our future successes and challenges as we move into 1999 and continue with the county enhancements, completion of the implementation of centralized receipt and disbursement and the implementation of PRWORA enforcement measures.

Sincerely,

A handwritten signature in cursive script that reads "Linda Stewart".

Linda Stewart
Secretary

Enclosures

cc: Members of the Joint Committee on Audit
Elaine Richmond, President, Wisconsin Child Support Enforcement Association
Gail Gentz, Acting President, Wisconsin Clerks of Circuit Court Association

Department of Workforce Development Reports to Joint Committee on Audit

December 22, 1998

1. County Priority Requests for KIDS Enhancements

2. Other Federal, State and County KIDS Enhancements
3. Status of Centralized Receipt and Disbursement Project

COUNTY PRIORITY REQUESTS FOR KIDS ENHANCEMENTS December 1998 Quarterly Report

In its 1997 audit of the Kids Information Data System (KIDS), the Legislative Audit Bureau requested that the Department of Workforce Development (Department) submit quarterly status reports to the Joint Committee on Audit on the system enhancements requested by county child support officials. This second quarterly report provides information on the progress made in meeting the counties' priority requests for KIDS enhancements, also referred to as the County A List.

In addition to incorporating county priority requests into the KIDS Information Data System (KIDS) during this reporting period, the Department also promoted several significant federal and state required system changes. These changes are itemized in an accompanying report entitled "Other Federal, State and County System Enhancements." This report outlines additional system changes required by PRWORA, state legislation or bureau directives.

The projected completion dates for some of the County A List items are now later than the dates that were estimated in the September 15, 1998, report. This change is due to both critical staff changes at IBM Global Services, the KIDS system vendor, and the top priority placed on implementing Central Receipt and Disbursement (CR&D) by January 4, 1998. During the current reporting period, two key IBM staff resigned, including the principal system architect and the case management team leader. Replacements are now being trained, but are not yet at the level of former staff. In addition, CR&D has required more resources than originally anticipated. It should be noted that five county requests have been withdrawn because they were no longer required.

Completed County A List system enhancements

Because the implementation of CR&D has required so many changes to KIDS which must be completed during the month of December, the Department believes it is more timely to report these changes at this time. Including the CR&D changes completed in December, a total of 26 County A List enhancements have been completed or withdrawn during the year. Seven of those changes were completed during the September through November period at a cost of \$69,000. Of these changes, six were completed within a month of their projected completion date, while one was completed a month and a half later than the projected completion date. Nine county priority requests have been completed during December, at an additional cost of about \$224,000. Of these nine, five will be completed earlier than previously projected, while the other four are on target. The total cost for county work done during this time period is \$293,000.

The following county priority requests were completed during this reporting period and are functioning in KIDS. Information in parentheses denotes the service request (SR) number and the page on which the item appears on the attached master table.

1. Delinquency Processing (SR 98-107 - page 1). The new delinquency processing was activated during October 1998 month-end processing and child support workers are now able to reset delinquency status as appropriate. Delinquency notices will not be mailed until the first (CR&D) monthly statements of account are mailed. The case's delinquency status is determined by the percent by which the payer is delinquent.

2. Support Minor Mom Paternity Processing (SR 98-12 - page 9). Instead of selecting the custodial parent's name for use in paternity documents, KIDS will select the mother's name, whether active or inactive on the case. This will be more accurate, since the custodial parent does not always have the role of "mother" in KIDS. It will allow for "minor mother" paternity processing, appointments and documents.
3. Appointments For Any Case Participant (SR 98-58 - page 9). KIDS will now permit users to schedule appointments for any participant in a case, not just custodial and noncustodial parents.
4. Genetic Tests For Other Than Potential Fathers (SR 98-16 - page 9). KIDS users may now select fathers, if appropriate, for inclusion in genetic test-related paternity documents. Prior to this change, users could only select potential fathers.
5. Appointment Date Warning (SR 98-67 - page 9) KIDS will now display a warning message when the user attempts to create an appointment for a date that has passed.
6. Permit Interest Charging on Spousal Support Arrears (SR 98-50 - page 14). Child support workers can now enter an order that provides interest on spousal support arrears.
7. View all Participants Linked to an Employer (SR 98-10 - page 6). Child support staff can now view all employees linked to one employer in the KIDS Employer Table.

The following ten completed county priority requests affect the implementation of CR&D on January 4, 1999.

1. Fix Payer/Payee Recoupment Deductions (SR 98-38 - page 11). Child support workers will be able to enter the dollar amount withheld.
2. Allocation to Receipt and Disbursement Fee Subaccount (SR 98-06 - page 1). Funds can be allocated to the Receipt and Disbursement subaccount when ordered by the child support worker.
3. Receipt and Disbursement Fee Subaccount Posting (SR 98-79 - page 7). Funds greater than \$25 will be able to be posted to the Receipt and Disbursement Fee subaccount.
4. Reissued Checks (SR 98-32 - page 14). After checks are reissued, a check stub or a notice to the custodial parent will be generated.
5. Distinguish the Suspense Reason from the Transaction Hold Reason (SR 98-217 - page 12). This change eliminates the confusion that occurred when a manual hold by a user overwrites a system-generated hold.
6. Set and Retain Ownership of Suspense Transactions (SR 98-218 - page 12). Counties will be able to identify which county is responsible for working items in suspense.
7. Add New Sorting Criteria to Suspense Reports (SR 98-220 - page 13). The addition of this sorting criteria makes the report more user-friendly for the child support worker.

8. Retain "O" Designation for Suspense Transactions (SR 98-222 -page 13). This change prevents the system from erroneously changing suspense codes, thus reducing confusion and preventing data from being lost.
9. Apply Ownership Rules to Suspended Transactions (SR 98-223 - page 13). Incorporates jurisdictional ownership rules of suspended money after CR&D implementation.
10. Interstate Billing (SR 98-19 - page 12). Provide for billing of interstate cases that can be turned off at the county level.

Status of other County A List enhancements

In addition, work continues on other County A List items, in either the requirements and design, coding or testing stage.

Requirements and Design

Determining the requirements and design is the first step in changing KIDS. During this analytical stage, IBM and staff from the Department's Bureau of Information Technology Services (BITS) develop requirements and outline required logic changes. The Office of Child Support Enforcement (OCSE) 157 Report (SR 98-74) is now in the requirements and design stage.

Coding

The second system change step is coding. Before coding can begin, the IBM/BITS development team finalizes the requirements and proposes a design change during a walkthrough or group discussion. The Department's Bureau of Child Support (BCS), IBM/BITS development team and county child support staff attend this walkthrough, and either support or modify the proposed design. Once this group approves the design, the IBM/BITS development team staff write the necessary code to affect the change. Two of the County A List enhancements, the Account History Report (SR-98-72) and Document Fonts/Margins (SR-98-145), are in the coding stage.

Testing

Finally, before a system enhancement is implemented in KIDS, the effects of the code must be tested. Testing conducted by IBM staff is double-checked and verified by BCS staff. In the past year, county staff have also helped test specific changes. One A List item titled Stop Locate Activity on Closed Cases (SR 98-31), is currently in testing.

Summary

Twenty-six of the 91 original County A List requirements, have been completed during the September through December 1998 time period. All the remaining requested changes are active and are accounted for on the updated County Priority Requests for KIDS Enhancements table which is attached. A short summary table listing all the completed County A List requirements is also attached.

COMPLETED COUNTY A LIST ITEMS

DECEMBER 1998 QUARTERLY REPORT

This table summarizes the cumulative County A List items that have been completed or withdrawn through December 1998. Additional details for these items are provided in the full "County Priority Requests for KIDS Enhancements" table and in the attached narrative report. The A List number for each item below is provided in the second column. Items completed since the September 1998 report are shaded.

COUNTY A LIST ITEM	"A LIST" NUMBER	SERVICE REQUEST	STATUS	COST
1. Delinquency Processing - Redesign KIDS delinquency processing based on recommendations of the Delinquency Workgroup.	1	SR 98-107	Completed 10/31/98	
2. Allocation to R&D Fee Subaccount - Allow allocation of funds to the Receipt & Disbursement (R&D) Fee subaccount only if the payment is posted with an R&D 'Y' indicator	3	SR 98-06	Completed 12/22/98	
3. Tax Intercept Processing - Change tax intercept processing so it pays balances but not periodic payments.	5	SR 98-23	Completed 7/20/98	\$5,096
4. Day Care Charging - Permit entry of a day care charging subaccount. (Withdrawn based on recommendation by Child Support Policy Advisory Council. Day care to be included in child support accounts).	11	SR 98-42	Withdrawn	
5. Seasonal Terms - Permit different court ordered withholding amounts based on anticipated seasonal differences in employment on all subaccounts including those for arrears. (Withdrawn after testing revealed KIDS meets this requirement).	12	SR 98-46	Withdrawn	
6. New Order Date - ("Variable Charging") Use the actual date of a new order to replace the former order effective date.	15	SR 97-29	Completed 6/8/98	\$119,952
7. Return to "Last Viewed List" Screen - Allow the user to automatically return to the "Last Viewed List" screen.	18	SR 97-03	Completed 4/3/98	\$22,000
8. Emancipation Report - Exclude "arrears only" cases on the Emancipation Report of children who are no longer minors.	23	SR 98-34	Completed 7/20/98	\$7,840

9. Conception Period Estimate - Use the actual date of birth to calculate the conception period, not the estimated date of birth. (<i>Withdrawn because KIDS meets this requirement. To be handled as training issue.</i>)	25	SR 98-24	Withdrawn 6/12/98	
10. View All Employers' Employees - Permit workers to view all employees linked to an employer in KIDS third party table.	34	SR 98-10	Completed 12/1/98	
11. City/State Searches - Permit third party employer and agency searches by city and state.	36	SR 98-29	Completed 7/6/98	\$18,816
12. R&D Fee Subaccount Posting - Permit posting more than \$25.00 to the Receipt & Disbursement Fee (R&D) subaccount.	40	SR 98-79	Completed 12/22/98	
13. Chronological Case Event Report - Create a chronological case event report which includes event notes.	42	SR 98-13	Completed 8/31/98	\$25,284
14. Interstate Case Numbers - Lengthen the field for interstate case numbers. Other states use longer numbers. (<i>Withdrawn because KIDS field size matches federal field size specifications.</i>)	51	SR 98-40	Withdrawn 9/22/98	
15. Genetic Tests for Other than Potential Fathers - Enable and support genetic testing on individuals other than potential fathers.	58	SR 98-16	Completed 9/14/98	
16. Minor Mothers - Enable the system to identify minor mothers separately from the custodial parent in order to support minor mother paternity processing, appointments and documents.	59	SR 98-12	Completed 9/14/98	
17. Additional Appointment Scheduling - Permit scheduling of appointments for participants other than the custodial and noncustodial parents.	61	SR 98-58	Completed 9/14/98	
18. Appointment Date Warning - Create an edit warning message if the appointment date has passed.	62	SR 98-67	Completed 9/14/98	
19. Night Court Scheduling - Eliminate edits which prevent appointment scheduling for night court.	63	SR 98-56	Completed 4/3/98	\$1,470
20. Income Withholding (IW) Worklist -Automatically delete IW worklist when an IW provision has been ordered.	70	SR 98-101	Completed 5/1/97	\$196
21. Recoupment Deductions - Fix recoupment deductions so that the amount withheld is what the worker ordered.	77	SR 98-38	Completed 12/22/98	
22. Interstate Case Bills - Provide for interstate billing that can be turned off at the county level.	79	SR 98-19	Completed 12/22/98	

23. Separate the Suspense Reason from the Transaction Hold Reason Eliminate resulting confusion when the user hold overwrites a system-generated hold.	80b	SR 98-217	Completed 12/22/98	
24. Set & Retain Ownership of Suspense Transactions - With CR&D it will be necessary to identify which county is responsible for working suspense items.	80c	SR 98-218	Completed 12/22/98	
25. Retain "O" Designation for Suspense Transactions - Prevent KIDS from changing 'O' codes to 'L.' This will reduce confusion and lost data.	80f	SR 98-222	Completed 12/22/98	
26. Add New Sorting Criteria to Suspense Report - This will make it easier for workers to use this daily report.	81a	SR 98-220	Completed 12/22/98	
27. Apply Ownership Rules to Suspended Transactions - When CR&D is implemented, rules on jurisdictional ownership of suspended money will be needed.	81b	SR 98-223	Completed 12/22/98	
28. Reissued Checks - Generate a check stub or notice to the custodial parent on a reissued check.	85	SR 98-32	Completed 12/22/98	
29. Interest on Spousal Support Arrears - Permit interest charging on spousal support arrears.	87	SR 98-50	Completed 12/22/98	
30. Interactive Voice Response - Eliminate a confusing reference to "adjustments" in the Interactive Voice Response system.	90	No SR Number	Completed 1/98	\$300
Cost of County A List items completed during this reporting period.				\$293,000
TOTAL COST				\$493,000

COUNTY PRIORITY REQUESTS FOR KIDS ENHANCEMENTS

December 1998 Quarterly Report

The County A List is arranged in rank order by "bundle." A bundle is a group of related change requests (e.g., Account History, Rank 3, bundle #05-14). Ranks were determined by the Child Support Customer Area (CSCA) by weighing factors such as county support, user impact and state and federal legislation. Some ranks do not appear on the A List (e.g., rank's 1, 4, 8...) because those bundles comprise state and federal requirements, not county requests. A Service Request (SR) is BCS's formal request to IBM Global Services for a system change. Completed items do not necessarily occur in rank order due to factors such as bundle size and magnitude of the request.

COUNTY "A" LIST SYSTEM IMPROVEMENT REQUESTED	SERVICE REQUEST NUMBER AND STATUS	TARGET OR ACTUAL COMPLETION DATE
Delinquency - Rank 2	SYSTEM CHANGE GROUP (BUNDLE) AND RANKING	PROJECTED OR ACTUAL COST
1. Delinquency Processing - Redesign KIDS delinquency processing based on recommendations of the Delinquency Workgroup.	SR 98-107 SR 98-107 replaces SR 97-30.	COMPLETED 10/31/98 ↔
Account History - Rank 3		
2. Account History Reports - Change account history reports so courts and other parties can use them.	SR 98-72 to IBM Global 6/12/98 Account History 05-14. Currently being coded.	2/16/99 ☉ \$58,800-\$70,550
Distribution Issues - Rank 5		
3. Allocation to R&D Fee Subaccount - Allow allocation of funds to the Receipt and Disbursement (R&D) Fee subaccount only if the payment is posted with an R&D 'Y' indicator.	SR 98-06 to IBM Global 2/26/98 Distribution Issues Currently being tested.	COMPLETED 12/22/98 ○ \$35,300 - \$47,000

↔ = Target/Completion date within one month of 9/15/98 report prediction.

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<p>4. Percentage Order Processing - Create logic to support the percentage/fix order processing without using the suspense file.</p>	<p>SR 98-18 to IBM Global 2/26/98 Distribution Issues (Batch)</p>	<p>5/19/99 ↔ \$58,800-\$70,550</p>
<p>5. Tax Intercept Processing - Change the tax intercept processing so that it pays balances but not periodic payments.</p>	<p>SR 98-23 to IBM Global 2/26/98 Distribution Issues (Batch)</p>	<p>COMPLETED 7/20/98 \$5,096</p>
<p>6. Negative Arrears - Permit backdating with negative arrears. Apply excess payments to the next month's obligation in negative arrears situations.</p>	<p>SR 98-41 to IBM Global 2/26/98 Distribution Issues (Batch)</p>	<p>5/19/99 ⊙ \$58,800-\$70,550</p>
<p>7. Small Change Checks - Eliminate small change checks. Instead provide for automatic release of amounts with the next payment.</p>	<p>SR 98-78 to IBM Global 2/26/98 Distribution Issues (Batch)</p>	<p>8/20/99 ⊙ \$58,000 - \$70,550</p>
<p>Income Withholding - Rank 6</p>		
<p>8. Income Withholding Status - Eliminate the change of income withholding status when the income withholding provision is no longer linked to a specific employer.</p>	<p>SR-98-03 Income Withholding 03-12</p>	<p>4/19/99 ⊙ \$35,300 - \$47,000</p>
<p>Add Court Order - Rank 7</p>		
<p>9. Effective Future Date - Change the effective future date on a case if child support is temporarily suspended.</p>	<p>SR 98-07 to IBM Global 2/26/98 Add Court Order 05-04</p>	<p>10/11/99 ⊙ \$35,300 - \$47,000</p>
<p>10. Kinship Care Default - Ignore the third party payee in kinship care case types. Instead default to the state collection account.</p>	<p>SR 98-08 to IBM Global 2/26/98 Add Court Order 05-04</p>	<p>4/7/99 ⊙ \$11,800 - \$23,500</p>
<p>11. Day Care Charging - Permit entry of a day care charging subaccount.</p>	<p>SR 98-42 to IBM Global 2/26/98 Add to Court Order 05-04</p>	<p>WITHDRAWN.</p>

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⊙ = Target/Completion date more than one month earlier than 9/15/98 report ⊙ = Target/Completion date more than one month later than 9/15/98 report

12. Seasonal Terms - Permit different court ordered withholding amounts based on anticipated seasonal differences in employment on all subaccounts including those for arrears.	SR 98-46 to IBM Global 2/26/98 Add Court Order 05-04	WITHDRAWN.
13. Expand Seasonal Terms - Add more lines for seasonal court order terms.	SR 98-65 to IBM Global 2/26/98 Add Court Order 05-04	9/21/99 ☉ \$11,800 - \$23,500
14. No Effective Order Entry Date - Permit the entry of an order with no effective date if it will become effective upon a marital separation.	SR 98-39 to IBM Global 2/26/98 Add to Court Order 05-04	9/15/99 ☉ \$58,800-\$70,550
15. New Order Date - Provide that the actual date of a new order replaces the former order effective date ("Variable Charging").	SR 97-29 to IBM Global on 3/9/98 Add Court Order 05-04	COMPLETED 6/8/98 \$119,952
General Navigation - Rank 9		
16. Return to Case Screen - Permit the worker to view particular cases and then return directly to the "List Participant Case" screen.	SR 98-30 to IBM Global 2/26/98 General Navigation	4/7/99 ☉ \$58,800-\$70,550
17. Jump Indicator - Display a jump indicator on the screen when the worker is in jump (fastpath) mode.	SR 98-44 to IBM Global 2/26/98 General Navigation	4/9/99 ☉ \$35,300 - \$47,000
18. Return to "Last Viewed List" Screen - Allow the user to automatically return to the "Last Viewed List" screen instead of the first screen.	SR 97-03 General Navigation	COMPLETED 4/3/98 \$22,000
19. "Participant Name Search" Screen - Allow the user to automatically return to the last viewed "Participant Name Search" screen instead of the first "Participant Name Search" screen.	SR 98-81 to IBM Global 3/13/98 General Navigation	9/7/99 ☉ \$58,800-\$70,550

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Batch Reports - Rank 10		
20. Federal Report - Produce automated reports by county to meet federal requirements. The two most important reports are the Federal Collection Report (OCSE 34) and the Statistical Case Breakdown Report (OCSE 157).	SR 98-73 for OCSE 34 to IBM Global 3/3/98. SR 98-74 for OCSE 157 to IBM Global 4/2/98. Both service requests are in requirements and design. Reports (Batch)	Reports will be worked on continually by all IBM staff as time allows. \$164,600 - \$188,200
21. Breakout of Current Arrears - Redesign the federal Substitute Care Payments report to break out the information by "Current Payment" or "Arrears."	SR 98-27 to IBM Global 2/26/98 Reports (Batch)	Reports will be worked on continually by all IBM staff as time allows. \$35,300 - \$47,000
22. Collection Comparison - Produce an accurate collection comparison report which includes tax intercept.	SR 98-75 to IBM 3/13/98 Reports (Batch)	Reports will be worked on continually by all IBM staff as time allows. \$58,800-\$70,550
23. Emancipation Report - Exclude "arrears only" cases on the Emancipation Report of children who are no longer minors.	SR 98-34 to IBM 2/26/98 Reports (Batch)	COMPLETED 7/20/98 \$7,840
24. Timeline Report - Timeline report does not work properly and should be corrected as recommended by the Reports Workgroup.	SR 98-142 to IBM Global 3/11/98 Reports (Batch)	Reports will be worked on continually by all IBM staff as time allows. \$11,800 - \$23,500
Paternity Testing - Rank 14		
25. Conception Period Estimate - Use the actual date of birth to calculate the conception period, not the estimated date of birth.	SR 98-24 to IBM Global 2/26/98 Paternity Testing 03-11	WITHDRAWN 6/12/98.

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Locate - Rank 21		
26. Verified SSN - Change the locate status of a parent if the Social Service Administration has verified the SSN on a locate case.	SR 98-36 to IBM Global 2/26/98 Locate 04-13 Currently being tested.	3/22/99 ☉ \$35,300 - \$47,000
27. Locate Workgroup - Convene the Locate Workgroup to identify locate problems and suggest corrections.	No Service Request. Locate 04-13 Meeting monthly. Current priority is developing interface with Federal Case Registry.	\$82,300 - \$94,100
28. Closed Cases - Permit the system to stop locate activity and worklists on closed cases.	SR 98-31 Locate 04-13 Currently being tested.	2/26/99 ☉ \$35,300 - \$47,000
Document Generation - Rank 22		
29. Reconciliation Document - Automatically delete the worklist to reconcile the percentage order after the reconciliation document is produced.	SR 98-37 to IBM Global 2/26/98 Document Generation 09-00	3/26/99 ☉ \$11,800 - \$23,500
30. Substitute Care Locate Letter - Eliminate or modify the locate letter to a custodial parent so it doesn't incorrectly go to the state or other agency in substitute care cases.	SR 98-66 to IBM Global 2/26/98 Document Generation 09-00	10/15/99 ☉ \$11,800 - \$23,500
31. Custodial Closure Notice -Generate closure notice to custodial parent even if there is no valid address.	SR 98-05 to IBM Global 2/26/98 Document Generation 09-00	10/25/99 ☉ \$35,000 - \$47,000
32. Document Changes - Redesign documents to make them more readable. Include changes to document fonts.	SR 98-145 to IBM Global 3/16/98 Document Generation 09-00. Currently being coded.	2/12/99 ☉ \$35,300 - \$47,000

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Income Maintenance - Rank 23			
33. Future Employment Date- Eliminate the edit for a future employment date to permit an income withholding notice.	SR 98-09 to IBM Global 2/26/98 Income Maintenance 04-08	9/13/99 ☉ \$11,800 - \$23,500	
Third Party Table Maintenance - Rank 24			
34. View All Employer's Employees - Permit workers to view all employees linked to an employer in KIDS third party table.	SR 98-10 to IBM Global 2/26/98 Third Party Maintenance 06-00	COMPLETED 12/1/98 ☉	
35. International Locate - Add international locate codes for other countries.	SR 98-69 to IBM Global 2/26/98 Third Party Table Maintenance 06-00	8/17/00 ☉ \$35,300 - \$47,000	
36. City/State Searches - Permit third party employer and agency searches by city and state.	SR 98-29 to IBM Global 2/26/98 Third Party Table Maintenance 06-00	COMPLETED 7/6/98 \$18,816	
Financial Management - Rank 25			
37. Family and AFDC Arrears - Create a worklist when arrears owed to the family build and the periodic payment is applied to the AFDC arrears.	SR 98-11 to IBM Global 2/26/98 Financial Management 05-00	10/19/99 ☉ \$58,800-\$70,550	
38. Paid-in-Full Subaccount - Create a worklist when a subaccount with a periodic payment is paid in full.	SR 98-14 to IBM Global 2/26/98 Financial Management 05-00	10/25/99 ☉ \$58,800-\$70,550	
39. "Consider Closure" Cases - Change the "Consider Closure" list to include the total roll-up of court case arrears. If the date of the last payment is within 30 days, the case should not fall under the "Consider Closure" category.	SR 98-17 to IBM Global 2/26/98 Financial Management 05-00	10/11/99 ☉ \$58,800-\$70,550	

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Add Update Receipt - Rank 26			
40. R&D Fee Subaccount Posting - Permit posting more than \$25.00 to the Receipt and Disbursement Fee (R&D) subaccount.	SR 98-79 to IBM Global 3/4/98 Add Update Receipt (Batch) 05-01 Currently being tested.		COMPLETED 12/22/98 ○ \$58,800-\$70,550
Case Event Maintenance - Rank 27			
41. FAX Events - Add event types for faxes sent and faxes received.	SR 98-53 to IBM Global 2/26/98 Case Event Maintenance 03-05		8/17/00 ⊙ \$11,800 - \$23,500
42. Chronological Case Event Report - Create a chronological case event report which includes event notes.	SR 98-13 to IBM Global 2/26/98 Case Event Maintenance 03-05		COMPLETED 8/31/98 \$25,284
43. Cases With Same Court Case Number - Permit a case event to be distributed through the system to all IV-D cases with the same court case number.	SR 98-22 to IBM Global 2/26/98 Case Event Maintenance 03-05		8/17/00 ⊙ \$58,800-\$70,550
44. Additional Event Types - Add event types for office visits and mail received.	SR 98-57 to IBM Global 2/26/98 Case Event Maintenance 03-05		8/17/00 ⊙ \$11,800 - \$23,500
45. SSN or DOB Change - Create an event when an SSN or date of birth is changed for a participant.	SR 98-59 to IBM Global 2/26/98 Case Event Maintenance 03-05		8/17/00 ⊙ \$35,300 - \$47,000
46. Commitment Information - Create a participant event when commitment information is entered or ended.	SR 98-63 to IBM Global 2/26/98 Case Event Maintenance 03-05		8/17/00 ⊙ \$11,800 - \$23,500
47. Participant's Multiple Cases - Permit participant event to go out to other cases for that participant including cases in other counties.	SR 98-26 to IBM Global 2/26/98 Case Event Maintenance 03-05		8/17/00 ⊙ \$58,800-\$70,550

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Address Maintenance - Rank 28	
48. Future Address - Permit entry of an effective date for a future address.	SR 98-20 to IBM Global 2/26/98 Address Maintenance 04-04 7/6/00 ☉ \$58,800-\$70,550
Case Account Statement - Rank 29	
49. Tax Intercept Source - Show state tax and federal tax intercept as the source of collection on the KIDS Financial screen.	SR 98-21 to IBM Global 2/26/98 Case Account Statement 05-10 8/17/00 ☉ \$35,300 - \$47,000
50. Financial Display Screen - Allow additional information to be added to the financial display screen.	SR 98-80 to IBM Global 4/2/98 Case Account Statement 05-10 8/17/00 ☉ \$58,800-\$70,550
Interstate Responses - Rank 31	
51. Interstate Case Numbers - Lengthen the field for interstate case numbers. Other states use longer numbers.	SR 98-40 to IBM Global 2/26/98 Interstate Responses 03-07 WITHDRAWN 9/22/98
52. UIFSA (Interstate) Documents - Transfer court order information to UIFSA documents.	SR 98-51 to IBM Global 2/26/98 Interstate Responses 03-07 8/17/00 ☉ \$82,300 -\$94,100
53. Interstate Enforcement Changes - Implement the UIFSA changes as required by PRWORA.	SR 98-128 to IBM Global 3/9/98 PRWORA - Interstate 03-07 4/20/99 ☉ \$82,300 -\$94,100
Medical Insurance Maintenance - Rank 32	
54. Medical Insurance - Permit entry of medical insurance carried by the noncustodial parent for the custodial parent.	SR 98-47 to IBM Global 2/26/98 Medical Insurance Maintenance 04-09 7/7/00 ☉ \$35,300 - \$47,000

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<p>55. Health Insurance Worklist - Establish a health insurance worklist when the case is in "Medical Only" status.</p>	<p>SR 98-62 to IBM Global 2/26/98 Medical Insurance Maintenance 04-09</p>	<p>7/14/00 ☉ \$11,800 - \$23,500</p>
<p>56. 50/50 Medical Insurance - Permit a non-financial obligation note when medical insurance is shared 50/50.</p>	<p>SR 98-71 to IBM Global 2/26/98 Medical Insurance Maintenance 04-09</p>	<p>8/17/00 ☉ \$11,800 - \$23,500</p>
<p>Schedule Maintenance - Rank 33</p>		
<p>57. Tax Intercept Payments - Allow system to hold tax intercept payments when an appeal hearing is scheduled.</p>	<p>SR 98-77 to IBM Global 3/4/98 Schedule Maintenance 03-02.</p>	<p>9/27/99 ☉ \$58,800-\$70,550</p>
<p>58. Genetic Tests for Other than Potential Fathers - Enable and support genetic testing on individuals other than potential fathers. This includes the ability to create appointments and documents.</p>	<p>SR 98-16 to IBM Global 2/26/98 Schedule Maintenance 03-02</p>	<p>COMPLETED 9/14/98 ④</p>
<p>59. Minor Mothers - Enable the system to identify minor mothers separately from the custodial parent in order to support minor mother paternity processing, appointments and documents.</p>	<p>SR 98-12 to IBM Global 2/26/98 Schedule Maintenance 03-02</p>	<p>COMPLETED 9/14/98 ④</p>
<p>60. Appointment Calendar Printing - Enable printing of daily agency appointment calendar.</p>	<p>SR 98-52 - to IBM Global 3/4/98 Schedule Maintenance 03-02</p>	<p>8/17/00 ☉ \$35,300 - \$47,000</p>
<p>61. Additional Appointment Scheduling - Permit scheduling of appointments for participants other than the custodial parent and noncustodial parent.</p>	<p>SR 98-58 to IBM Global 2/26/98 Schedule Maintenance 03-02</p>	<p>COMPLETED 9/14/98 ④</p>
<p>62. Appointment Date Warning - Create an edit warning message if the appointment date is past.</p>	<p>SR 98-67 to IBM Global 2/26/98 Schedule Maintenance 03-02</p>	<p>COMPLETED 9/14/98 ④</p>

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63. Night Court Scheduling - Eliminate edits which prevent appointment scheduling for night court.	SR 98-56 Schedule Maintenance 03-02	COMPLETED 4/3/98 \$1,470
Update Case/Participant Information - Rank 34		
64. Foster Care Cases - Permit designating a former custodial parent as a court ordered payee in a foster care case.	SR 98-70 to IBM Global 2/26/98 Update Case / Participant Information 01-02	8/17/00 ☉ \$82,300 - \$94,100
65. Activation or Inactivation Case Event - Permit creation of a case event when the participant is activated or inactivated.	SR 98-45 to IBM Global 2/26/98 Update Case / Participant Information 01-02	8/17/00 ☉ \$11,800 - \$23,500
66. Child Custody Indicator - Eliminate the edit and permit workers to use the "Inactive Role" for children on cases where only arrears are due.	SR 98-33 to IBM Global 2/26/98 Update Case / Participant Information 01-02	8/17/00 ☉ \$82,300 - \$94,100
Worklist Maintenance - Rank 35		
67. Worklist Elimination - When an event is withdrawn, eliminate the corresponding worklist.	SR 98-60 to IBM Global 2/26/98 Worklist Maintenance 03-01	8/17/00 ☉ \$35,300 - \$47,000
68. "List Worklist" Screen - Change the navigation for the "List Worklist" screen so the "Select and Enter" option permits the worker to view the worklist.	SR 98-54 to IBM Global 2/26/98 Worklist Maintenance 03-01	8/17/00 ☉ \$82,300 - \$94,100
69. "Select Worklist" Screen Simplification - Reorganize and simplify the "Select Worklist" screen to reduce keystrokes.	SR 98-61 to IBM Global 2/26/98 Worklist Maintenance 03-01	8/17/00 ☉ \$82,300 - \$94,100
70. Income Withholding Worklist -Automatically delete Income Withholding worklist when an Income Withholding provision has been ordered.	SR 98-101 to IBM Global 3/11/98 Income Withholding 03-01	COMPLETED 5/1/97 \$196

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71. "Add Worklist" Screen - Enable the system to carry the case or participant number to the "Add Worklist" screen and then test to ensure the case being worked is correct.	SR 98-64 to IBM Global 2/26/98 Worklist Maintenance 03-01	8/17/00 ☉ \$82,300 - \$94,100
Register Update Participants - Rank 36		
72. Participant Search - Permit a search by three or more letters of the first name in addition to the full last name when doing a participant search.	SR 98-43 to IBM Global 2/26/98 Register Update Participants	8/17/00 ☉ \$58,800 - \$70,550
Caseworker Referral Maintenance - Rank 37		
73. Interstate Paternity - Permit breakout case assignments for interstate paternity to go to paternity workers instead of interstate workers.	SR 98-48 to IBM Global 2/26/98 Caseworker Referral Maintenance 07-01	8/17/00 ☉ \$35,300 - \$47,000
Interview - Rank 38		
74. Potential Father Interviews - Enable navigation to more "Potential Father" screens on paternity interviews when additional potential fathers are entered	SR 98-25 to IBM Global 2/26/98 Interview 03-16	8/17/00 ☉ \$35,300 - \$47,000
PRWORA Work Requirements - Rank 39		
75. Contempt and Children First Appointments - Add new disposition codes for contempt and Children First appointments.	SR 98-28 to IBM Global 2/26/98 PRWORA Work Requirements	8/17/00 ☉ \$11,800 - \$23,500
76. Children First - Implement PRWORA work requirements for Children First tracking.	SR 98-108 to IBM Global 2/8/98 PRWORA Work Requirements	5/15/00 ☉ \$58,800 - \$70,550

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Financial Adjustments - Rank 40			
77. Recoupment Deductions - Fix recoupment deductions so that the amount withheld is what the worker ordered.	SR 98-38 to IBM Global 2/26/98 Financial Adjustments 05-06 Currently being tested.		COMPLETED 12/22/98 ○
Parole Date Worklist - Rank 41			
78. Parole Date Worklist - Create a worklist for the noncustodial parent when his or her parole date is reached.	SR 98-49 to IBM Global 2/26/98 Criminal Actions Submenu 04-11	8/17/00 ⊙ \$11,800 - \$23,500	
Billing Issues - Rank 43			
79. Interstate Case Bills - Provide for monthly billing for interstate cases that can be turned off at the county level.	SR 98-19 to IBM Global 2/26/98 Billing Issues (Batch) Currently being tested.		COMPLETED 12/22/98 ○
80. Suspense Processing Workgroup - Convene the Suspense Processing Workgroup to identify suspense problems and suggest corrections.	Workgroup met 5/12/98. Created eight service requests, listed under #80 & #81. (Previously reported as SR 98-76) Billing Issues (Batch)		COMPLETED 12/22/98 ○
a. Use invalid address suspense code "I" to trigger locate processing - Set KIDS to "Locate Absent Parent" if participant lacks valid disbursement address.	SR 98-216 to IBM Global 6/1/98	8/17/00 ⊙	
b. Separate the Suspense Reason from the Transaction Hold Reason - There's currently confusion when a user hold overwrites a system-generated hold.	SR 98-217 to IBM Global 6/1/98 Currently being tested.		COMPLETED 12/22/98 ○
c. Set & Retain Ownership of Suspense Transactions - With CR&D it will be necessary to identify which county is responsible for working suspense items.	SR 98-218 to IBM Global 6/1/98 Currently being tested.		COMPLETED 12/22/98 ○

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<p>d. Statewide Allocation Suspense Report ("Secondary Suspense Report") - New report of suspended collections for which more than one county has a related case.</p>	<p>SR 98-219 to IBM Global 6/1/98</p>	<p>COMPLETED 12/22/98 ○</p>
<p>e. Create Subclasses of the "L" Suspense Reason - To help workers identify the various reasons for an "L" code on the Suspense Report.</p>	<p>SR 98-221 to IBM Global 6/1/98</p>	<p>COMPLETED 12/22/98 ○</p>
<p>f. Retain "O" Designation for Suspense Transactions - Prevent KIDS from changing "O" codes to "L." This will reduce confusion and lost data.</p>	<p>SR 98-222 to IBM Global 6/1/98 Currently being tested.</p>	<p>COMPLETED 12/22/98 ○</p>
<p>81. Suspense Report - Break out suspense report items so they can be sorted by suspense code.</p>	<p>Workgroup met 5/12/98. Created eight service requests, listed under #80 & #81. (Previously reported incorrectly as SR 98-76) Billing Issues (Batch)</p>	<p>COMPLETED 12/22/98 ○</p>
<p>a. Add New Sorting Criteria to Suspense Report - This will make it easier for workers to use this daily report.</p>	<p>SR 98-220 to IBM 6/1/98 Currently being tested.</p>	<p>COMPLETED 12/22/98 ○</p>
<p>b. Apply Ownership Rules to Suspended Transactions - When CR&D is implemented, rules on jurisdictional ownership of suspended money will be needed.</p>	<p>SR 98-223 to IBM 6/1/98 Currently being tested.</p>	<p>COMPLETED 12/22/98 ○</p>
<p>Outstanding Service of Process - Rank 44</p>		
<p>82. Process Service - Create an event to note an unsuccessful service of process.</p>	<p>SR 98-35 to IBM Global 2/26/98 Outstanding Service of Process 04-15</p>	<p>8/17/00 ⊙ \$11,800 - \$23,500</p>

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View Court Case Obligations - Rank 46		
83. Court Case Obligation - Change "view court case obligations" field to show frequency amount.	SR 98-68 to IBM Global 2/26/98 View Court Case Obligations 05-23	8/17/00 ☉ \$11,800 - \$23,500
Bankruptcy Maintenance - Rank 47		
84. Bankruptcy - Change bankruptcy suspension so that processing restarts when bankruptcy ends.	SR 98-55 to IBM Global 2/26/98 Bankruptcy Maintenance 04-10	8/17/00 ☉ \$58,800-\$70,550
Check Write - Rank 48		
85. Reissued Checks - Generate a check stub or notice to the custodial parent on a reissued check.	SR 98-32 to IBM Global 2/26/98 Check Write 05-17 Currently being tested.	COMPLETED 12/22/98 ○
86. Refund Checks - Generate a check stub or notice to noncustodial parents who receive refund checks.	SR 98-15 to IBM Global 2/26/98 Check Write 05-17	8/17/00 ☉ \$58,800-\$70,550
Update Subaccount Indicator - Rank 49		
87. Interest on Spousal Support Arrears - Permit interest charging on spousal support arrears.	SR 98-50 to IBM Global 2/26/98 Update Subaccount Indicator 05-08	COMPLETED 10/31/98 ④
Criminal Referral - Rank 50		
88. Criminal Referral - The criminal referral screens do not work properly and should be corrected.	SR 97-13 to IBM Global 10/10/97 Criminal Referral 03-18	8/17/00 ☉ \$35,300 - \$47,000

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Child Supplemental Update - Rank 51		
89. Termination of Parental Rights - Upon termination of parental rights, create an event for all cases with that child.	SR 98-93 to IBM Global 2/26/98 Child Supplemental Update 04-04	8/17/00 ☉ \$11,800 - \$23,500
Items Not Ranked		
90. Interactive Voice Response Change - Change the Interactive Voice Response system to eliminate a confusing reference to "adjustments."	No Service Request Number	COMPLETED 1/98 \$300
91. Adjustment Across Counties - Prohibit a worker in one county from making a monetary adjustment to a case in another county.	No Service Request Number Referred to Security Workgroup, which is on hold pending Central Receipt & Disbursement. After CR&D, county workers may have a need to make monetary adjustments to a case in another county.	

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OTHER FEDERAL, STATE AND COUNTY KIDS ENHANCEMENTS December 1998 Quarterly Report

In addition to the completion of 26 county priority changes in the KIDS Information Data System (KIDS) during the September 1998 to December 1998 reporting period, the Department of Workforce Development (Department) has also promoted four significant system changes required by the federal government, as well as seven system changes based on state needs. This report outlines these additional system changes. The four federally-required changes incorporated into KIDS during the current reporting period include:

1. Centralized Receipt and Disbursement (CR&D) (SR 98-143). This work is completed and is ready for the January 4, 1999 implementation. An accompanying report describes the implementation of this initiative.
2. Review and Adjustment (SR 98-111). PRWORA required states to modify their existing policies on reviewing and adjusting child support cases. Among the new requirements:
 - custodial and noncustodial parents must be notified once every three years of their right to request a review of their child support order, and
 - orders must be reviewed and adjusted if appropriate at the request of either parent regardless of the last review date.
3. Privacy (SR 98-130). Two phases of this required federal change have been implemented. Addresses on specific KIDS documents are being suppressed if the child support agency believes that harm could come to one of the parties concerned, or if there is an applicable restraining order. In addition, the interface with CARES has been completed. A third phase in which privacy warning banners will appear for affected individuals on all KIDS screens containing identifying information such as address, phone number, employer has not yet been tested.
4. Life-of-Case Refund Processing (SR 98-135). New processing was added to KIDS to calculate life-of-case refunds based on child support collections received prior to June 1997. Refunds totaling \$1.1 million were processed and distributed in October 1998 to eligible families for whom child support collections had exceeded the cost of public assistance benefits paid.

The nine state-requested enhancements incorporated into KIDS during the current reporting period include:

1. New Hire Reporting from the National Directory (SR 98-82). Information from the National Directory of New Hires and other states quarterly Wage and Unemployment Insurance databases is provided in a report for county staff. This information helps counties identify the employer of child support obligors.
2. Child Support Withholding List (SR 98-193). This project was implemented in phases throughout the past year, and now includes all 72 Wisconsin counties. The Child Support Withholding List (CSWL) is designed to help employers comply with Wisconsin child support income withholding statutes and facilitates accurate processing of child support payments. The CSWL is a list of employees who have active income withholding orders sorted by county. The successful CSWL implementation is a key milestone as the Department moves to CR&D.

3. Child Support Withholding List Flier Labels (SR 98-02). Address labels were required for sub-groupings of employers for the phased-in implementation of the Child Support Withholding List (CSWL) mailings to employers.
4. Child Support Withholding List Instructions To Employers (SR 98-192). An information and instruction sheet was updated to incorporate explicit responses to employer questions concerning income withholding.
5. Locate Aging Report (SR 98-119). A work group comprised of state and county staff revised the design of this monthly report to produce more effective information for counties.
6. Creating Events for Tax Intercept Pre-Offset Notices (SR 98-132). KIDS will now create a system record or event when the Tax Intercept Pre-Offset Notice is generated.
7. IRS Unaccountable Report Modifications (SR 98-230). The Internal Revenue Service provides a data file which contains the names of obligors that were submitted by states for federal tax intercept but were rejected. This information is made available in a report for county child support agencies to enable them to make the necessary corrections so the intercept can be processed correctly.
8. Interest Charging (SR 98 -158) Revised interest charging logic took incorporates the legislative requirement that interest will not be charged until the payer is behind more than the amount of one month's current support debt.
9. Spousal Support Arrears Interest Charging (S.R. 98-50). New interest charging logic permits interest charging on spousal support arrears.

Ten additional county requests that are not on the A List have also been completed during this reporting period.

1. Wisconsin Works (W-2) eligibility and case type changes (SR 98- 213). KIDS programs relating to the IV-A/IV-D interface have been modified to check a child's eligibility before changing the case type. Previously, case types were dependent on the custodial parents (CP's) eligibility in CARES. All of the CP's cases would have case types that matched the CP's eligibility regardless of whether the active child on the case was also an active CARES participant receiving the same benefits as the CP. When a new or on-going referral is received from CARES, KIDS will evaluate case type changes based on both the CP and active child or children on the case. This evaluation will prevent cases where the child on the KIDS case is not active in the CARES household.
2. Tax Intercept Pre-offset (SR 98-132). A case event is created to record the fact that a pre-offset letter was sent to the payer.
3. New Appointment Dispositions (SR 98-182) There are two new appointment dispositions available in KIDS to show that an appointment is cancelled or the appointee is in contempt.
4. Future R&D Payments (SR 98-92). Workers will have the ability to designate future receipt and disbursement payments for the following calendar year.
5. Distribution Hierarchy (SR 98-244). Distribution of subaccounts has been corrected.

6. NCP Name on CP Checks (SR 98-203). The name of the noncustodial parent will be printed on the custodial parent's check stubs.
7. Create Event When User Releases Case/Participant Account (SR 98-202). A case event will be created when a hold on a participant is released.
8. Generate Third Party Refunds (SR 98-90). Financial workers will have the ability to refund payments to employers.
9. Copy Disbursement Notes (SR 98-83). Financial notes entered on one screen will be displayed on another screen.
10. Cash Reconciliation Report (SR 98-144). An "effective date" will be added to this report.

Summary

Because of the large amount of work required by the implementation of CR&D some high priority state and federal changes identified in the September 15th 1998 report as being in the design, coding or testing stage, have not yet been completed. These changes include CSENet, the State Case Registry, the Lien Docket, the IVA-IVD timeline and final changes to New Hire Income Withholding. The Department will concentrate on these changes, as well as additional Phase Two CR&D changes during 1999.

STATUS OF THE CENTRALIZED RECEIPT AND DISBURSEMENT PROJECT December 1998 Quarterly Report

The Centralized Receipt and Disbursement (CR&D) Project remains on target for implementation on January 4, 1999. The following CR&D-related activities have transpired since September 1998:

Changes to KIDS Design - A series of design walk-throughs were held during October and November to ensure that the necessary changes would be made to KIDS to allow the system to receive and submit data to the CR&D vendor, Lockheed Martin IMS. Most of the financial components in KIDS had to be re-designed in order to move from a county-based receipt and disbursement system to a centralized receipt and disbursement system. The re-designed programs are now in user acceptance testing.

County Transition Planning - DWD staff held a series of CR&D Information Sessions for counties in November. These meetings were held at various locations across the state and were very well attended. At the meetings, county staff were provided specific information regarding the implementation of CR&D in January. Counties were provided with packets of information explaining the details of implementation.

Outreach - A major outreach initiative took place during November and the first two weeks of December. In addition to making CR&D presentations at several different state and regional meetings, mailings were sent to all stakeholder groups. Letters to payers, payees, employers, judges, attorneys, child support agencies in other states and legislators will be sent by mid-December. Mailings are scheduled to over 1 million affected people. In addition, there will be a media campaign that will reach every local newspaper in Wisconsin. A media briefing and tour of the CR&D facility in Milwaukee is planned for December 21, 1998.

Facility Set-up - Lockheed Martin IMS has completed the set-up of Wisconsin's Centralized Receipt and Disbursement facility in Milwaukee. The processing of support collections will be handled by state-of-the-art imaging equipment. The facility will process approximately 20,000 collections per day totaling an estimated \$3 million dollars. The facility will operate 18 hours per day, six days a week in order to process Wisconsin's support collections in a timely manner. Customer service representatives will be available to respond to questions from support payers and payees.

Implementation - Beginning January 4, 1999, payers who pay support directly (i.e., not through income withholding) will begin sending their payments to the Wisconsin Support Collections Trust Fund (WI SCTF). In February, one-half of the employer pool, approximately 22,000 employers, will begin sending their payments to the WI SCTF. In March, the remaining employers will begin sending their payments to the WI SCTF. On January 5, 1999 Firststar-Milwaukee will print and mail all support checks statewide. Also, beginning January 5 1999 payers and payees will be able to call the WI SCTF if they have questions regarding their support payments.

Tommy G. Thompson
Governor

Linda Stewart
Secretary



State of Wisconsin

Department of Workforce Development

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January 27, 1999

The Honorable Judy Robson
State Senator
Co-Chair, Joint Committee for
Review of Administrative Rules
Room 15 South, State Capitol
P.O. Box 7882
Madison WI 53707-7882

The Honorable Glenn Grothman
State Representative
Co-Chair, Joint Committee for
Review of Administrative Rules
Room 15 North, State Capitol
P.O. Box 8952
Madison WI 53708-8952

Re: Emergency Rule DWD 43
Child Support Administrative Enforcement (Permanent Rule - CR 98-130)

Dear Senator Robson and Representative Grothman:

I am writing to request a 60 day extension of this emergency rule, which became effective on October 1, 1998. Without an extension, the emergency rule will expire on February 27, 1999.

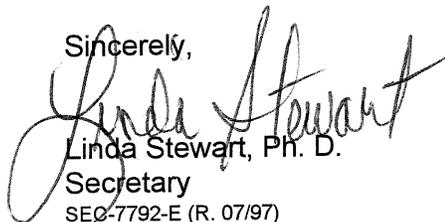
The purpose of this rule is to implement the child support administrative enforcement provisions that were enacted in 1997 Wisconsin Act 191. Four public hearings on the permanent rule were conducted in October 1998, and written comments were accepted until November 6, 1998. DWD received public testimony and written comments on the rule from Legal Action of Wisconsin, representatives of the financial institution community, the State Bar of Wisconsin, and child support payers and payees.

The department is currently completing its responses to this testimony and revising the permanent rule. We expect to submit the rule for legislative review by February 15, 1999. We have been unable to complete the permanent rulemaking procedures before the initial expiration date of the emergency rule because of the time that was needed to conduct the rulemaking hearings and evaluate the testimony and comments that we have received from many interested groups and individuals.

If the emergency rule is not extended, there could be questions about the validity of the collection actions taken by the county child support agencies until the permanent rule becomes effective.

Thank you for your consideration of this request. Please contact DWD Executive Assistant Mark Liedl at 267-9543 if you have any questions concerning this rule extension.

Sincerely,


Linda Stewart, Ph. D.
Secretary
SEQ-7792-E (R. 07/97)



Eldred Mielke

Clerk of Circuit Court

51 South Main Street, Janesville, WI 53545
Phone: (608) 743 2200 Fax: (608) 743 2223



Civil Div. (608) 743-2210 Criminal Div. (608) 743-2211 Traffic (608) 743-2215
Juvenile Div. (608) 743-2212 Small Claims (608) 743-2214 Jury Clerk (608) 743-2222

March 14, 1999

The Honorable Judy Robson
State Senator
PO Box 7882, (RM. #) State Capitol
Madison, WI 53707-7882

Dear Senator Robson:

In reading over the emergency rule on Child Support Administrative Enforcement, I have concerns about some of the wording and power this rule gives to Child Support Agencies. These agencies are accountable to no one and should not be given the authority this rule perceives to give them.

1. Giving the child support agency the power to suspend professional, occupational and driver licenses makes no sense. If I am an attorney and you pull my license, I cannot perform my normal work and therefore my income is greatly reduced. How would that help me pay-up back child support? As an insurance agent, if you pull my occupational license, how would I provide earnings to make child support payments? Persons with suspended driver licenses have caused overcrowding in the Rock County jail. People who lose a driver license because of a barking dog violation, jay-walking or child support arrearage will drive in violation of their penalty. We have seen this time and time again, only adding penalty upon penalty and finally overcrowding in the jails because of the lost drivers licenses. Most of these actions have nothing to do with their driving record.

If you do an inquiry of jail overcrowding, you will find that a vast majority of those incarcerated are sitting out payments of fines for driving without a license. This does not help collect more child support, but it will force our citizens to become criminals.

2. Jointly held property should not be touched until after a court hearing. Allowing the child support agency to seize property before a hearing forces the persons affected to go to court for a determination on the fair market value of the property. Under present rules, hearings are held and then actions are taken. That is the only fair way for all parties.

Page 2
Senator Robson

3. Interception of lump sum pension payments is not a good idea either. These pension payments, in most cases, are split during divorce proceedings and that is usually the only income for the retired worker. A person would have to go to court to get any intercept action stopped and, in the meantime, what does that person do for income?

The whole purpose behind child support collection is to get money for the children and not penalize the public. Allowing any agency to act, without first having to go to a hearing, makes the saying "innocent until proven guilty" a joke. There are ways for a child support agency to collect arrearages without throwing away our constitutional rights. When the Child Enforcement unit in Rock County sent out arrearage notices, some 80 year old people came to me for help. Not only were these people not in arrearage, some of their children were in their 60's or slightly younger, or had even passed away. There were a great deal of people upset over these letters and those were mistakes of the unit that will be taking over child support on April 1, 1999.

I, personally, would like to see the workable laws and rules that are on the books, enforced as they should be. If this were done, there would be no need for new rules and laws.

Thanks for listening, Judy.

Sincerely,



Eldred M. Mielke
Clerk of Circuit Court

EMM:jm



STATE BAR
OF WISCONSIN

402 W. Wilson Street
P.O. Box 7158
Madison, WI 53707-7158

April 7, 1999

State Senator Judy Robson
Joint Committee for Review of Administrative Rules
State Capitol, 15 South
Madison, Wisconsin 53707

Dear Judy,

The State Bar's Family Law Section has asked the Chair of the Senate Labor Committee to consider recommending several changes to Senate Clearinghouse Rule 98-130. As the Senate Chair of JCRAR, we wanted to let you know our concerns, as well.

The Family Law Section has been very involved in the development of the new child support enforcement laws (1997 Wis. Act 191) proposed by the Department of Workforce Development last session. In addition, members of the Family Law Section appeared at public hearings across the state as the Department collected testimony on their proposed administrative rules implementing the new child support enforcement laws, Senate Clearinghouse Rule 98-130.

Following are the two changes we have suggested to Senator Baumgart:

1. **DWD 43.07 (2) Financial record review.** The State Statutes in s. 49.854 (3)(ag) require a financial records and court order review. Family law practitioners feel that it is crucial to not only review the financial records but also the court order. Many mistakes are made as the court orders are added to the statewide automated child support enforcement system. There is no way to catch a conversion error if there is not a review of the court order.

The Family Law Section recommends that on page 14, DWD 43.07 (2) require that the relevant financial records shall include the account history report and any county records.

The statutes are certainly clear in that they require BOTH a financial records and court order review.



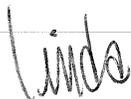
2. DWD 43.09 Notice to the payee of enforcement proceedings. This provision helps protect victims of domestic violence who may become a target of more harm as the Department takes measures against the payer under the new child support enforcement provisions. The Section feels that the payee in these abusive circumstances should receive copies of all notices sent to the payer, not just the notice of enforcement proceedings.

The Family Law Section would be happy to meet with you regarding these changes and to work with you and the Department on these issues.

Please let me know if we can be of any assistance. My telephone number is 250-6140.

Thank you for your consideration.

Sincerely,

A handwritten signature in cursive script that reads "Linda".

Linda Barth
Public Affairs Director