ERICSA
1963-2023
A GEM 60 YEARS
IN THE MAKING
SAVANNAH
60TH ANNUAL TRAINING CONFERENCE & EXPOSITION
MONDAY, MAY 22 – FRIDAY, MAY 26, 2023

Customer Engagement – Looking Out and Looking In

Speakers:

Liz Schriber - Strategic Performance Planning Manager, GA DCSS

Sarah Hurst - Deputy Director of Administration, GA DCSS

Sherry Moss – Assistant Deputy Commissioner, NYC HRA, OCSS

Moderator:

Aman Thukral – Managing Director, Deloitte Consulting LLP

Child support programs continuously aim to improve access to child support services for both custodial and noncustodial parents. In addition to customer-facing improvements, agencies have made progress in improving the processes and systems through which child support staff engage with customers. In this session, two jurisdictions provide insight into the modern solutions and processes they use to engage external and internal customers. The Georgia Division of Child Support Services (DCSS) program will describe the evolution of the DCSS On the Go Mobile App, along with innovations in customer engagement. The New York City (NYC) Office of Child Support Services (OCSS) will present the ACCESS HRA Child Support Mobile App and the NYC OCSS Intake Unit's Electronic Case Folder System (ECFS).

This is an interactive session, so be ready with your ideas!

How do you feel about customer engagement?

Nobody has responded yet.

Hang tight! Responses are coming in.

Start the presentation to see live content. For screen share software, share the entire screen. Get help at **pollev.com/app**

How do you currently engage with Custodial Parents?

- Mainly notices and letters
- In person meetings
- Mainly call center
- Direct phone calls
- Email
- Text
- Virtual Calls (e.g. Teams)
- Online Website

Start the presentation to see live content. For screen share software, share the entire screen. Get help at **pollev.com/app**

How do you currently engage with Non-Custodial Parents?

Mainly notices and letters

0%

In person meetings

0%

Mainly call center

0%

Direct phone calls

0%

Email

0%

Text

SEE MORE

Start the presentation to see live content. For screen share software, share the entire screen. Get help at **pollev.com/app**

Does your child support program have a mobile app?

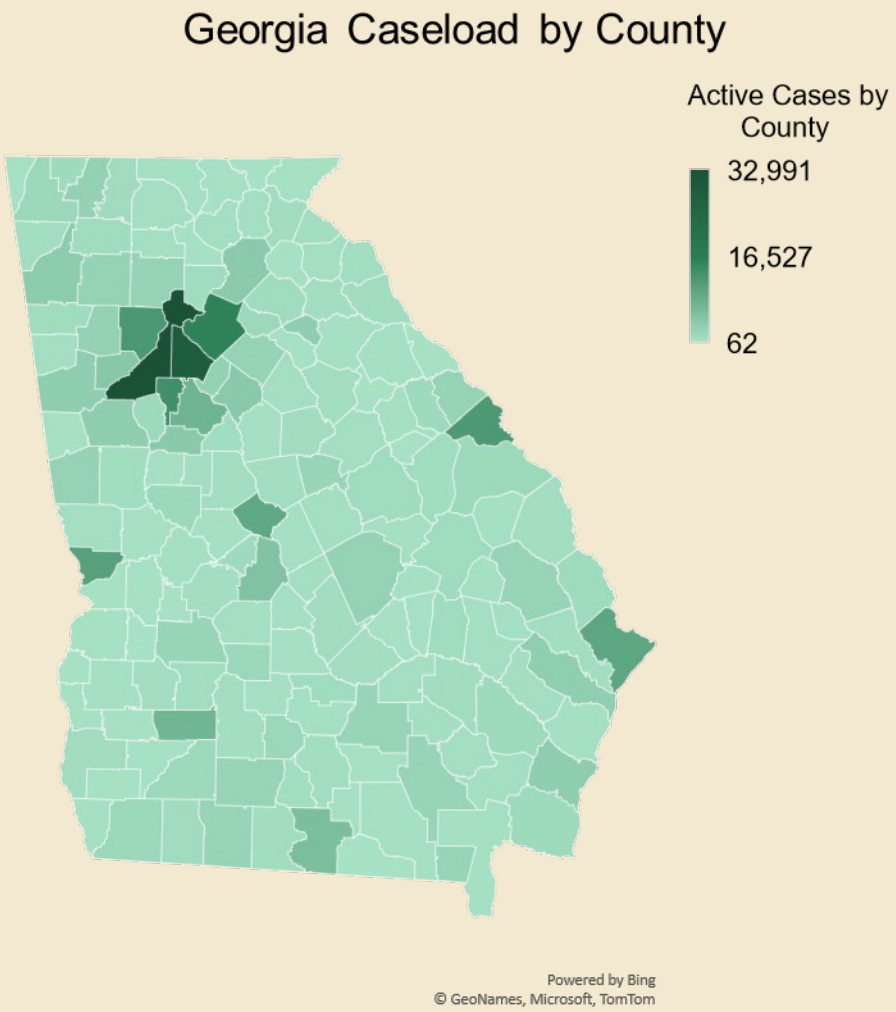
Yes, and it works well	0%
Yes, but it needs more functionality	0%
No	0%
No, but we are working on it	0%
No, but we are interested	0%

Start the presentation to see live content. For screen share software, share the entire screen. Get help at **pollev.com/app**

Georgia Division of Child Support Services

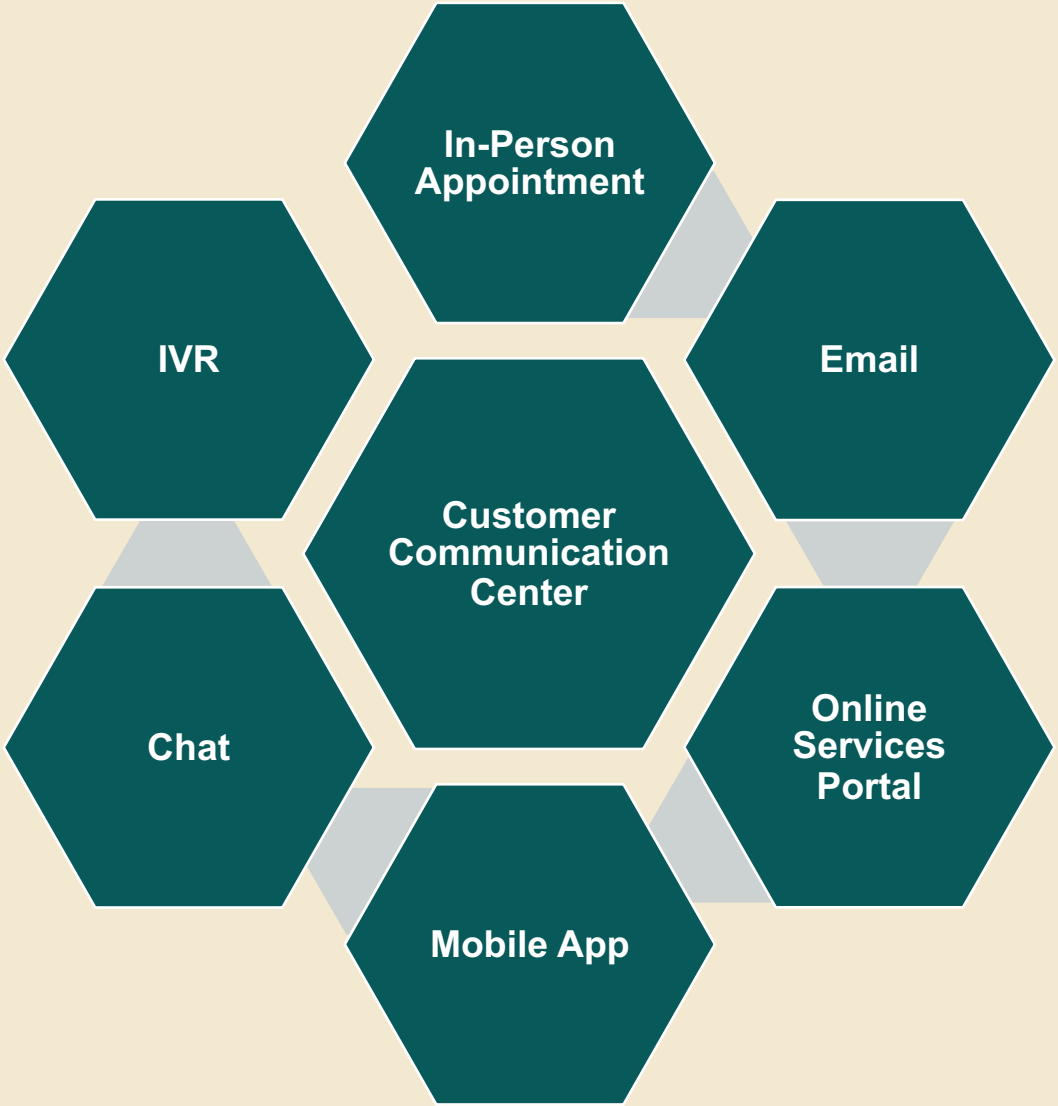
Liz Schriber, Strategic Performance Planning Manager
Sarah Hurst, Deputy Director of Administration
Division of Child Support Services
Georgia Department of Human Services

Georgia Division of Child Support Services

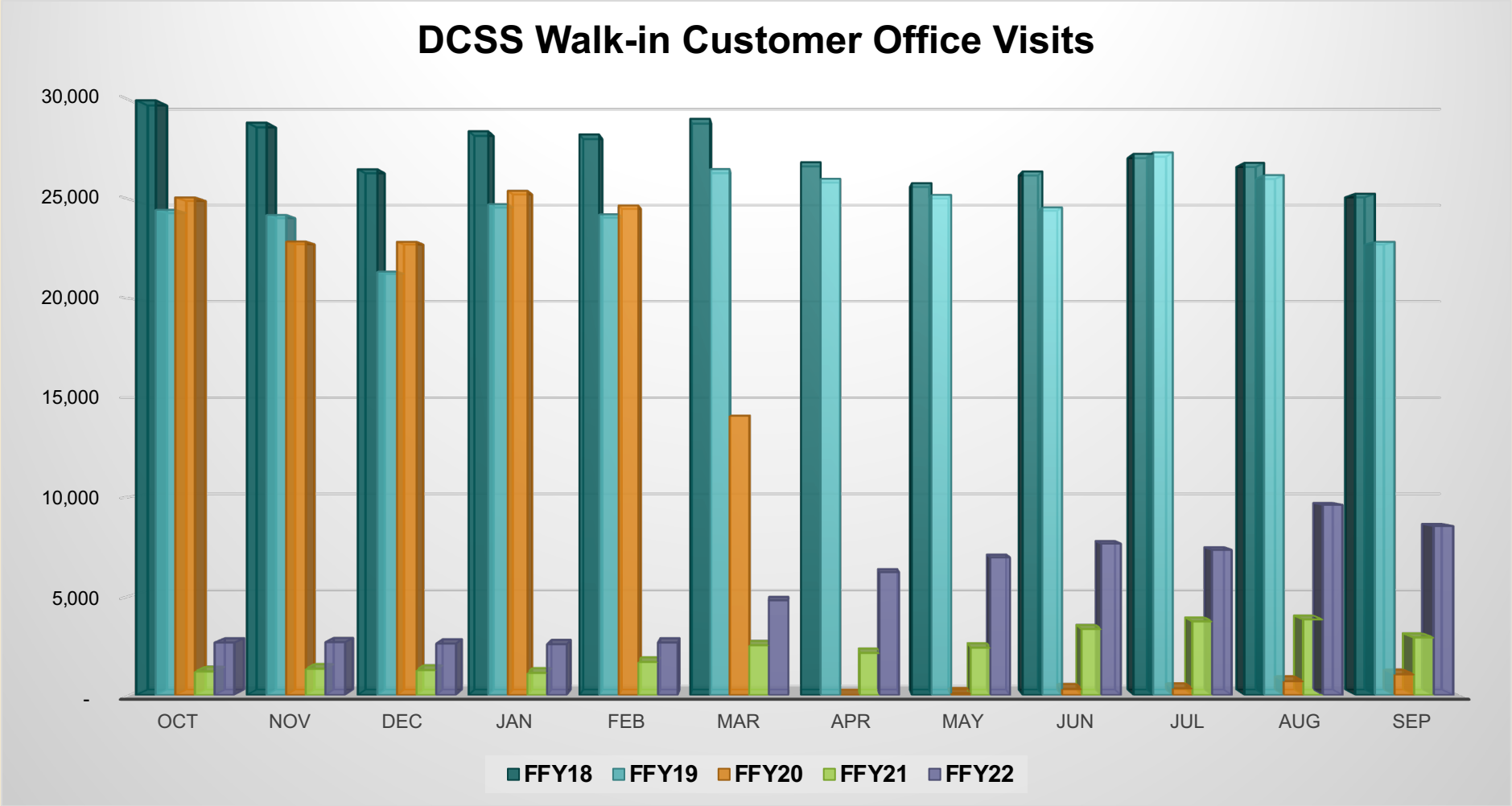


- Organization is state administered / state operated
- Combination of Judicial and Administrative
- FFY 2022 Caseload: 328,192
  - Current Assistance: 5%
  - Former Assistance: 37%
  - Never Assistance: 58%
- FFY 2022 IV-D Children: 449,070
- FFY 2022 Full-Time Employees: 1,228
- FFY 2022 Total Collections: $709 million

Looking Out - Customer Service Options



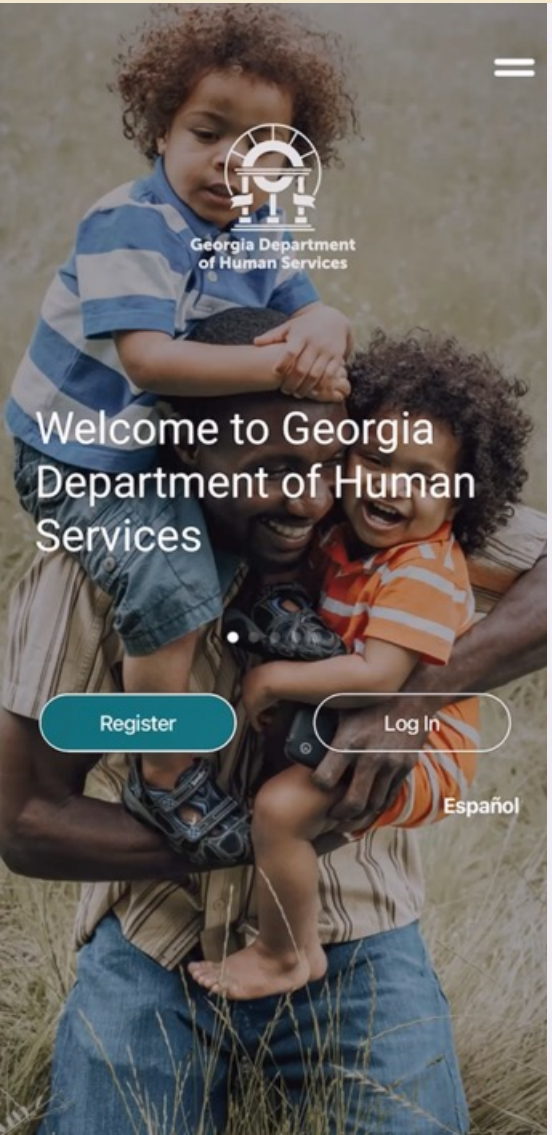
Customer Appointment Process Changes

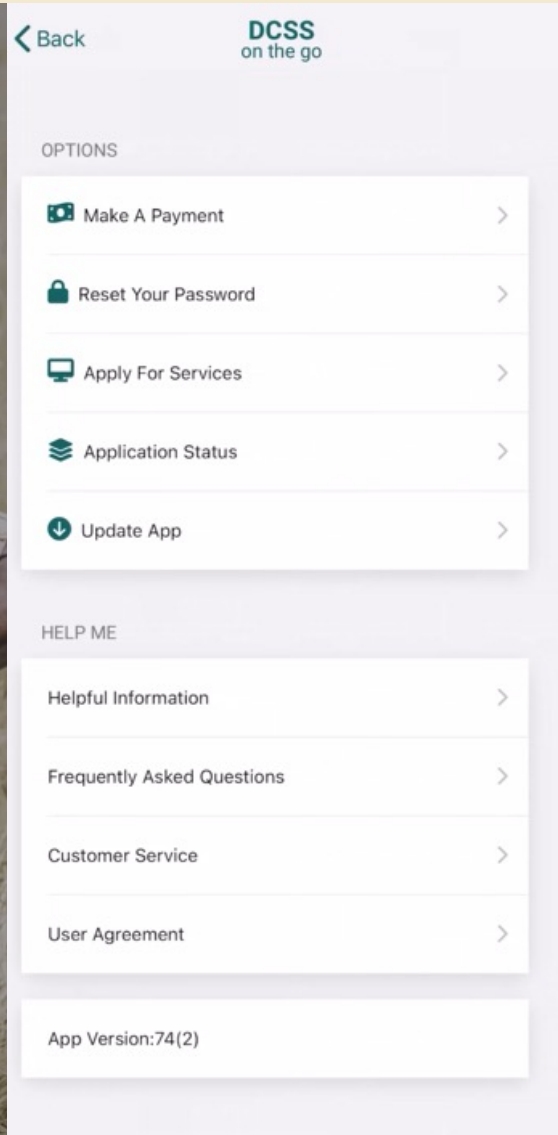


Customer Appointment Process Changes

- Pre-pandemic DCSS offices averaged over 25,000 office visits per month.
- The DCSS Mobile App allows customers to request an appointment and specifies what kind of appointment (phone, video conference, in person) they would like. An email is automatically sent to the local office generic email account where the customer's case is located.

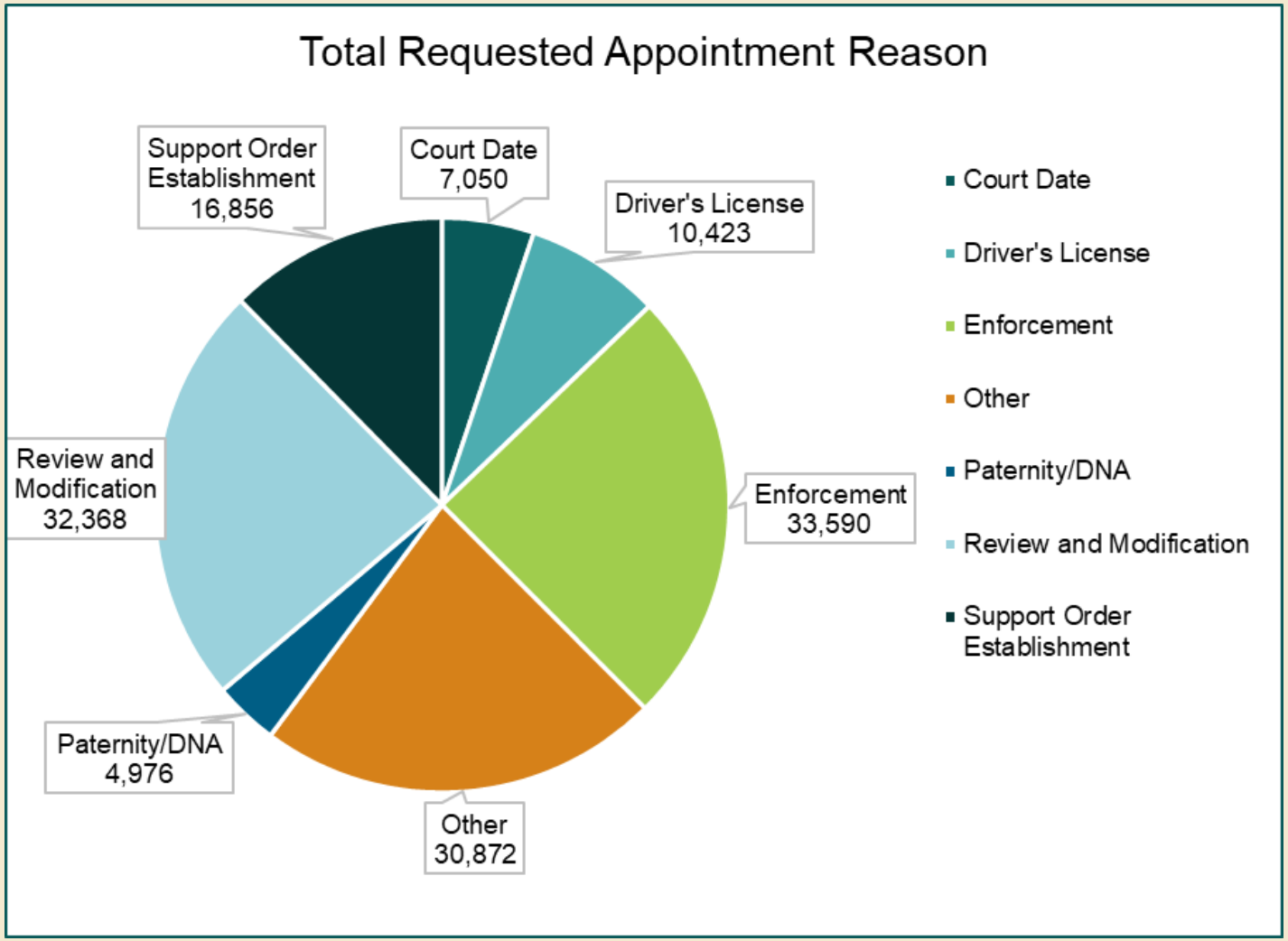
Customer Appointment Process Changes

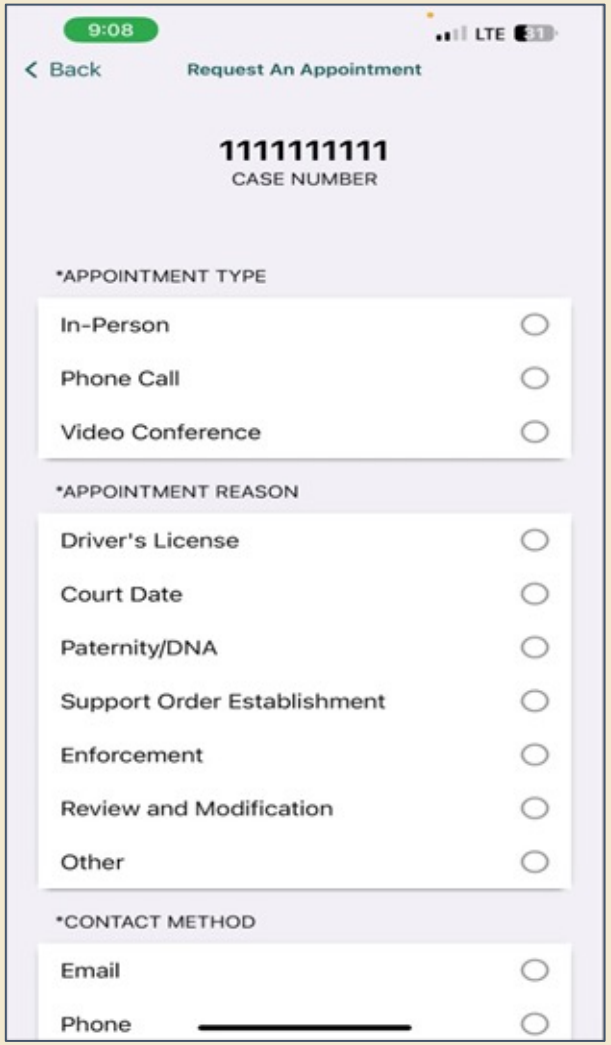




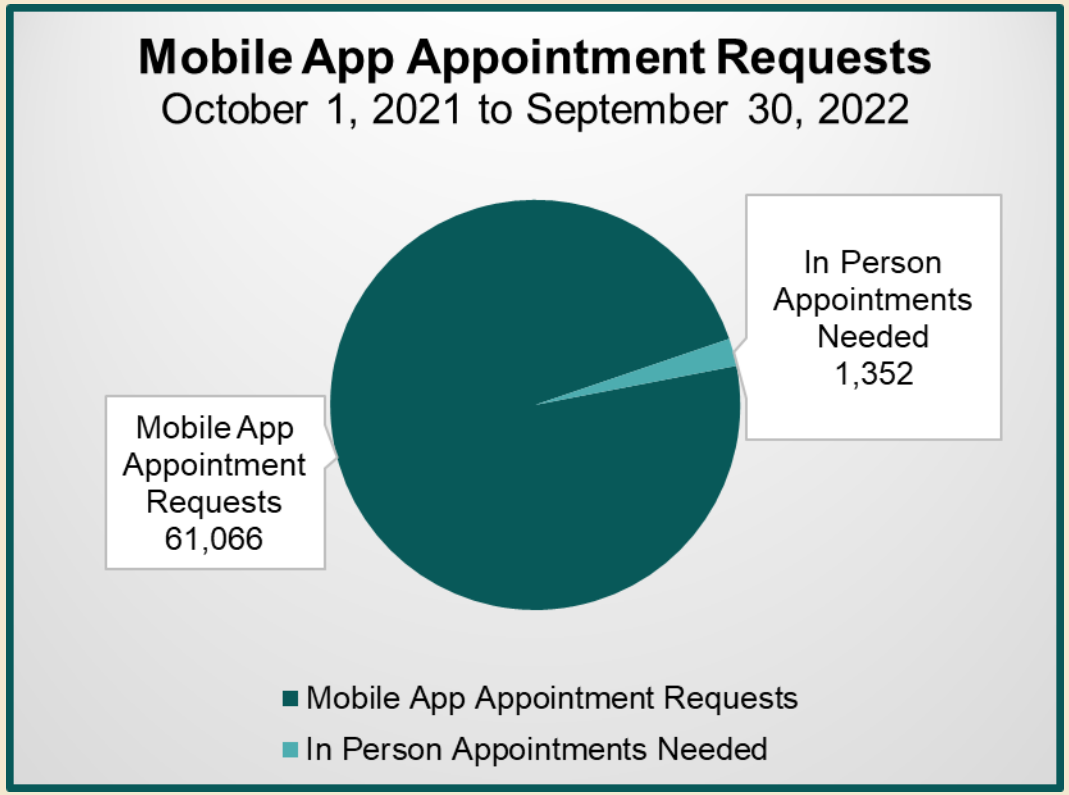
- Customers can view upcoming appointments on the Mobile App.
- In addition to the preferred appointment method customers can specify the reason for their appointment:
  - Support Order Establishment
  - Paternity/DNA
  - Enforcement
  - Court Date
  - Drivers License
  - Review and Modification
  - Other

Customer Appointment Process Changes

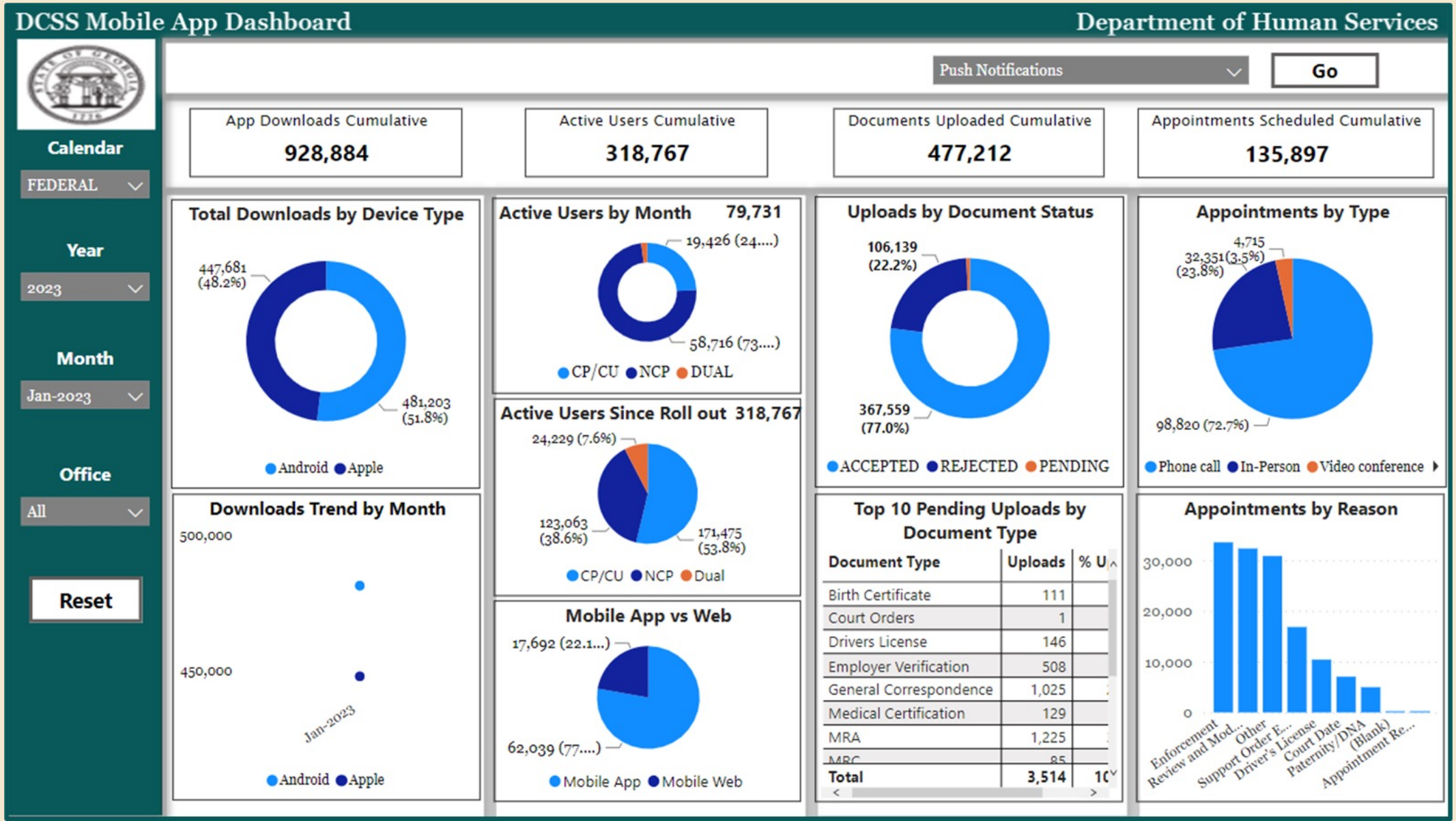




Customer Appointment Process Changes

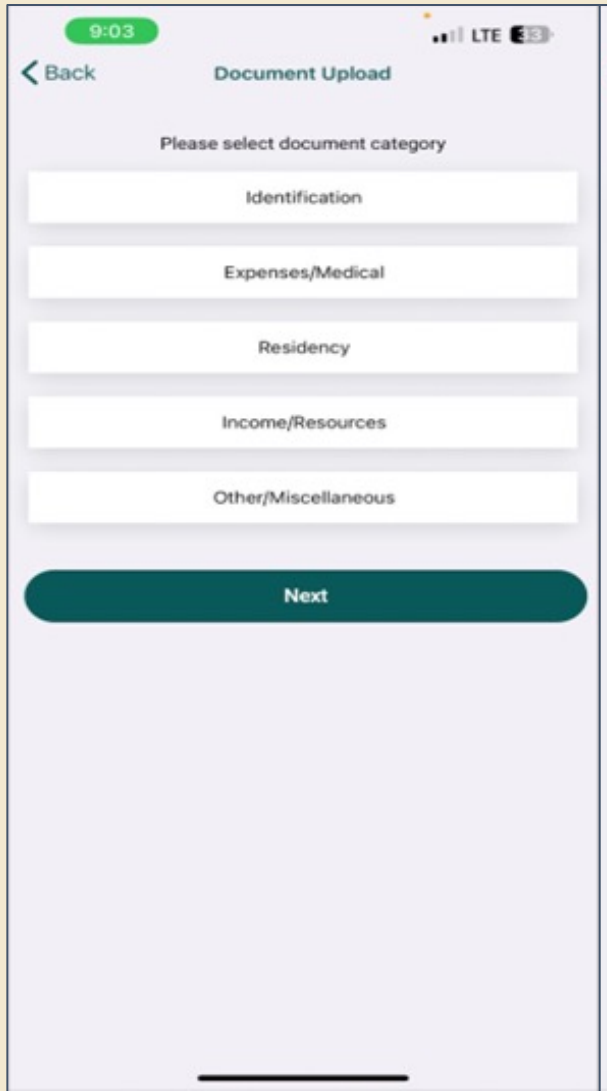


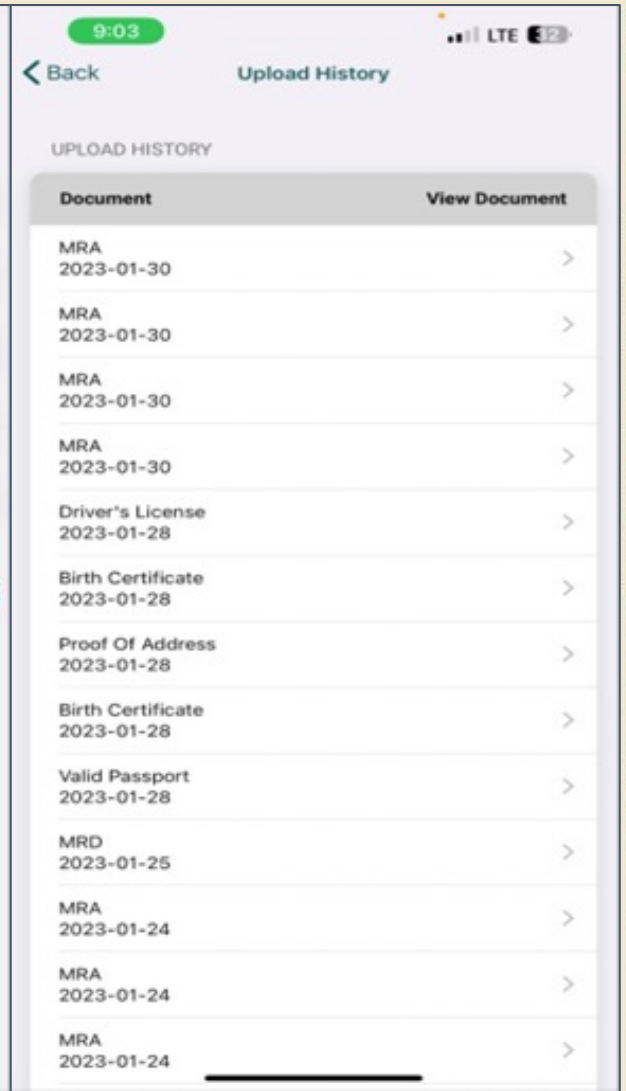
Looking In - Mobile App Dashboard Landing Page



Mobile App Document Upload

- View documents submitted within the last month
- Color symbols easily identify the status of each document
- Track the status of documents
- If the document is rejected a push notification is sent





Review Documents Screen

Search Documents (Enter Case Number or Client ID or SSN or Agent ID to obtain the document)

SSN: - - Client ID: Case #: Agent ID:

Doc Status: ALL Source: ALL Doc Category: ALL Doc Type:

From Date: / / To Date: / / Search Clear All

Search Results: 28 Records Found.

TransactionID	IRN	DocCategory	DocType	UploadDate	Upload	ReviewStatus	Revie	RejectReason	ReviewedUser	Review Doc
MOBCS		Forms	MRA	02-27-2023	MOBILE	REJECTED	02-27-2023	Missing Information/Document	$@CSCB	VIEW | UPDATE
MOBCS		Forms	MRA	02-27-2023	MOBILE	REJECTED	02-27-2023	Missing Information/Document	$@CSCB	VIEW | UPDATE
MOBCS		Forms	MRA	02-09-2022	MOBILE	ACCEPTED	02-11-2022		$@CSP1	VIEW | UPDATE
MOBCS		Forms	MRA	02-09-2022	MOBILE	ACCEPTED	02-11-2022		$@CSCA	VIEW | UPDATE

Mobile App Dashboard Document Status

DCSS Mobile App Dashboard

Department of Human Services

User Id

All

Document Type

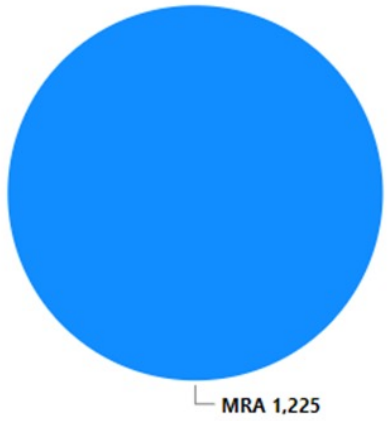
MRA

Back

Document Upload Details

REGION_NAM	Doc Count
REGION 1	301
REGION 2	19
ATLANTA-NORTH	10
CARROLLTON OFFICE	1
NEWNAN OFFICE	2
REGION 2 OFFICE	6
REGION 3	339
REGION 4	58
REGION 5	60
REGION 6	23
REGION 7	90
REGION 8	171
REGION 9	81
REGION CA	79
STATE OFFICE	4
Total	1,225

Top 10 Uploads by Document Type



Users can drill down by Region, Office, User ID, and the type of uploaded document.

Mobile App Dashboard Appointment Details

DCSS Mobile App Dashboard

Department of Human Services

REQUEST_DATE

1/1/2023

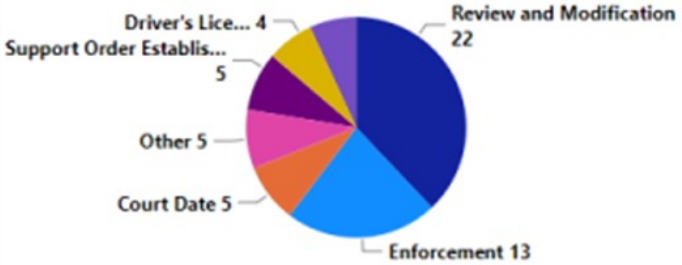
1/12/2023

Appointment Details

ID	REQUEST_DATETIME	IRN	CASENUMBER	APP_TYPE	APP_METHO
	1/9/2023 7:45:22 AM			Video conference	phone
	1/5/2023 1:52:10 PM			Video conference	phone
	1/5/2023 1:54:07 PM			Video conference	phone
	1/3/2023 9:38:56 AM			Video conference	email
	1/9/2023 11:31:13 AM			Video conference	phone
	1/5/2023 2:12:49 PM			Video conference	email
	1/4/2023 9:49:07 AM			Video conference	phone
	1/1/2023 6:33:46 PM			Video conference	phone
	1/3/2023 11:21:49 AM			Video conference	phone
	1/12/2023 1:56:31 PM			Video conference	email
	1/6/2023 9:56:05 AM			Video conference	phone
	1/5/2023 2:14:17 PM			Video conference	email
	1/6/2023 3:56:37 PM			Video conference	phone
	1/1/2023 2:09:14 PM			Video conference	phone

Appointments by Type

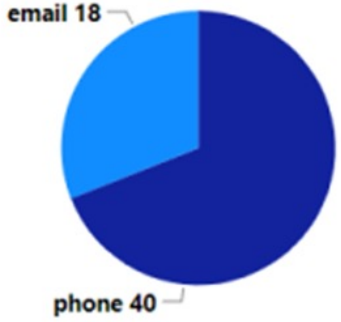
Appointments by Reason



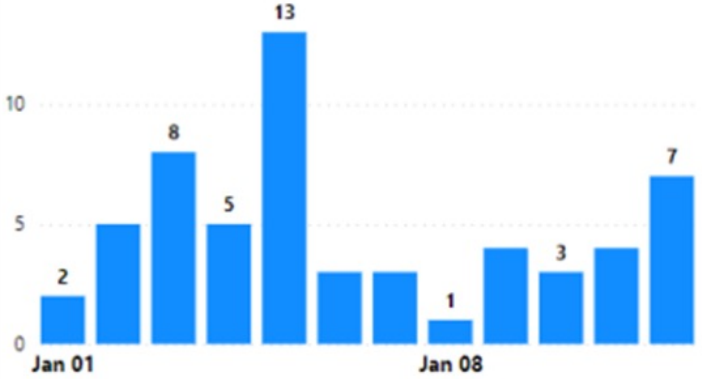
Appointment Details By Office

Office	App
120-ATLANTA-NORTH	
122-CLAYTON OFFICE	
126-FLINT-MCDONOUGH OFFICE	
210-ALCOVY-COVINGTON OFFICE	
218-GWINNETT CENTRAL OFFICE	
222-NORTHEASTERN OFFICE	
228-ROCKDALE OFFICE	
234-ALBANY HUB INTERSTATE CENTER	
Total	

Appointments By Device Type



Appointments by Date

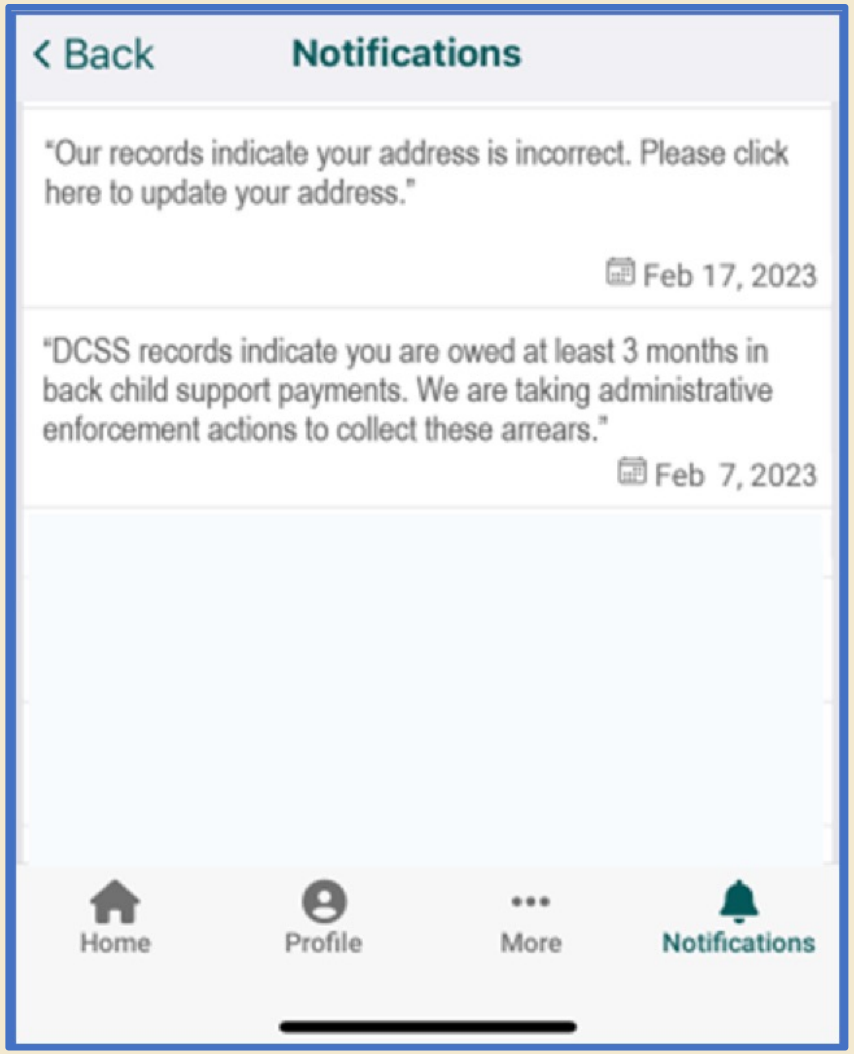


Back

Push Notifications

Noncustodial parents will receive the following notifications via Mobile App:

- Request for Updated Address
- Reminder for Court Dates
- Payment Reminders
- Notice of late payment
- Notice of late payment received
- Notice of Driver's License Suspension Confirmation
- Notice of Driver's License reinstatement



Mobile App Dashboard Push Notifications

DCSS Mobile App Dashboard

Department of Human Services

Calendar

FEDERAL

Year

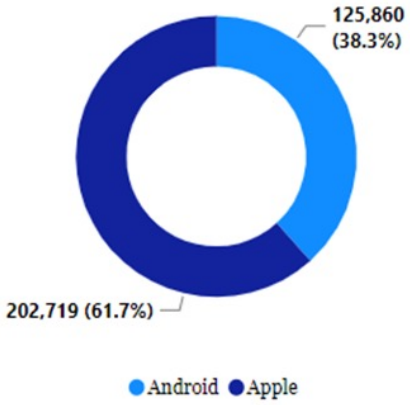
2023

Month

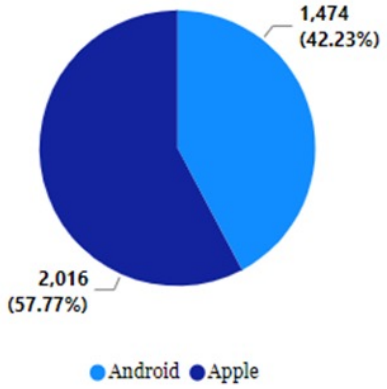
Jan-2023

Back

Push Notifications Subscription Cumulative



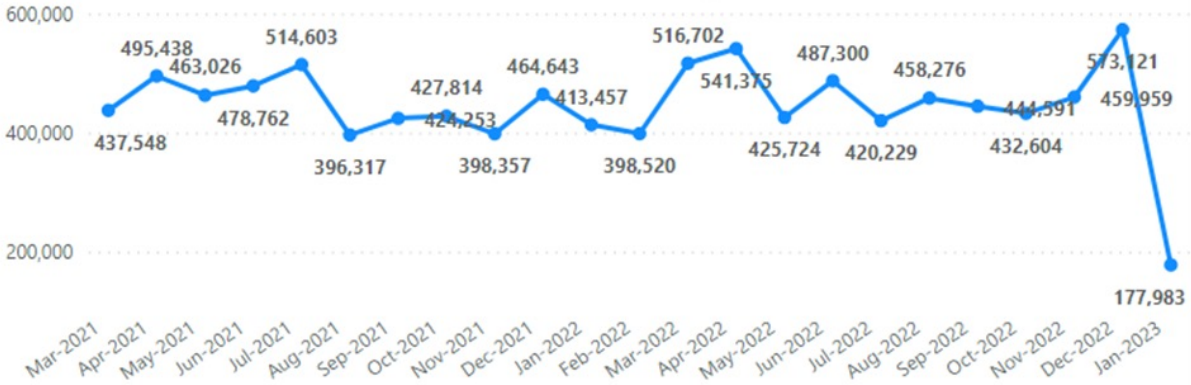
Push Notifications Subscription by Month



Message Type

All

Push Notifications Trend by Month



Cumulative Push Notifications by Type

Message Type	Messages
Document rejection notification with reason	33,349
Driver's License Suspension Confirmation	122,842
N/A	659
Notice of late payment	197,401
Notice of NCP's license suspension	218,179
Notice of NCP's license suspension to CP	582
One Time	60,873
Paternity Appointment Notification	10,571
Payment Information for CP	10,789,025
Payment Information for NCP	4,234,908
Total	**16,192,381**

Push Notifications by Type by Month

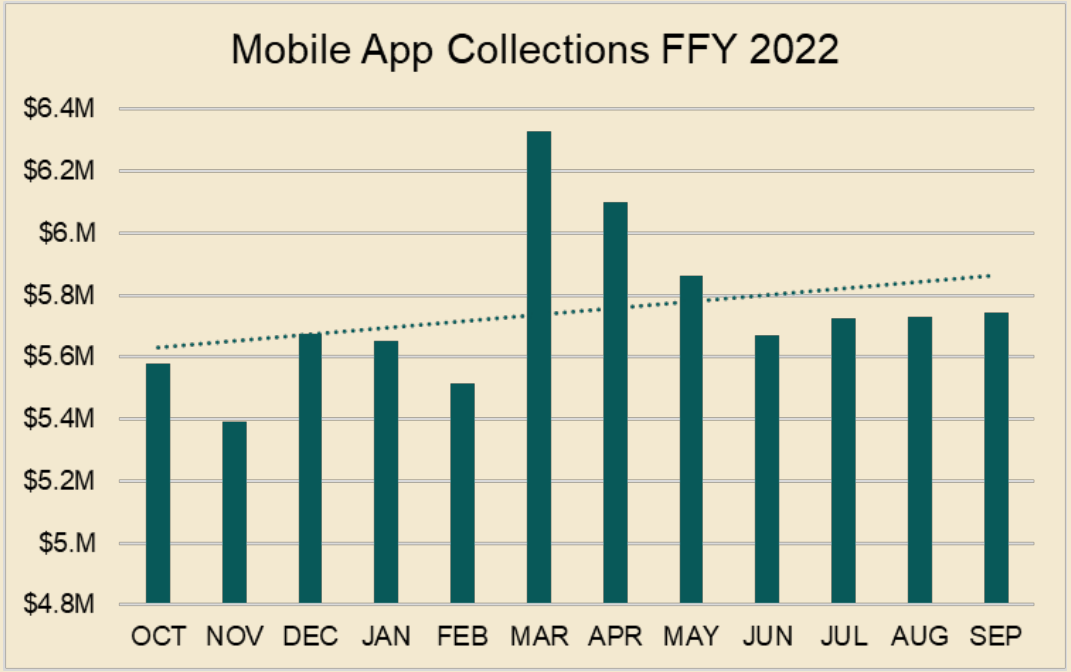
Message Type	Messages
Document rejection notification with reason	357
Driver's License Suspension Confirmation	1,901
N/A	25
Notice of late payment	1,148
Notice of NCP's license suspension	1,619
Notice of NCP's license suspension to CP	0
One Time	14
Paternity Appointment Notification	173
Payment Information for CP	89,917
Payment Information for NCP	79,874
Payment Reminders	1,958
Total	**177,983**

Mobile App FFY 2022

Total downloads since rollout: 887,807

September 2022 mobile app downloads: 13,360

FFY 2022 payments via app: $68,963,836



New Features:

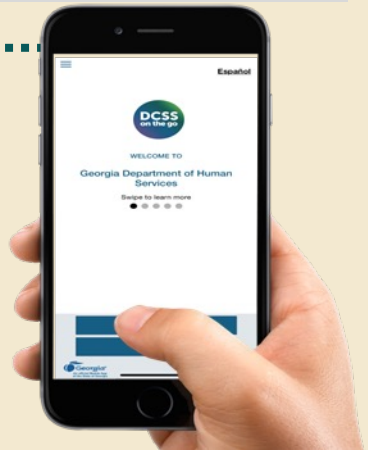
Updated appointment request options

Customer Online Services

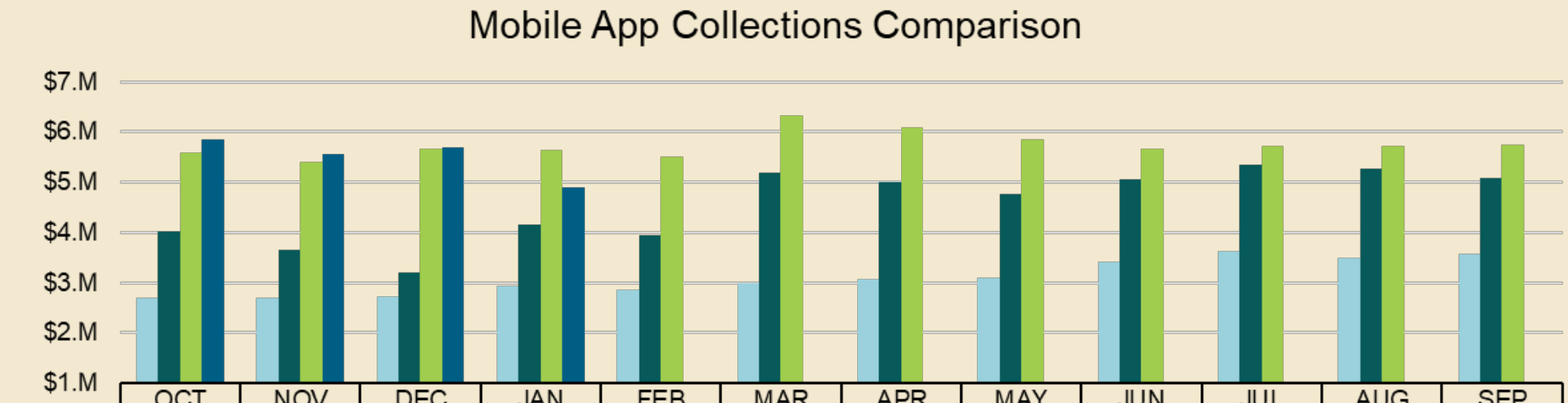
- Mobile friendly
  - Enhanced functions

Next Phase

- Enhanced authentication
- Application submission



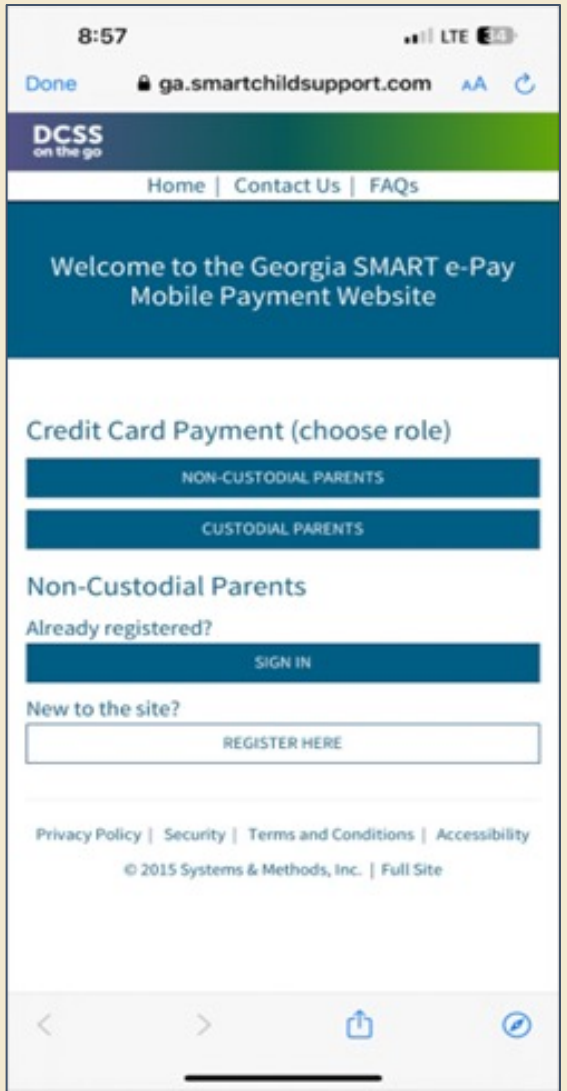
Mobile App

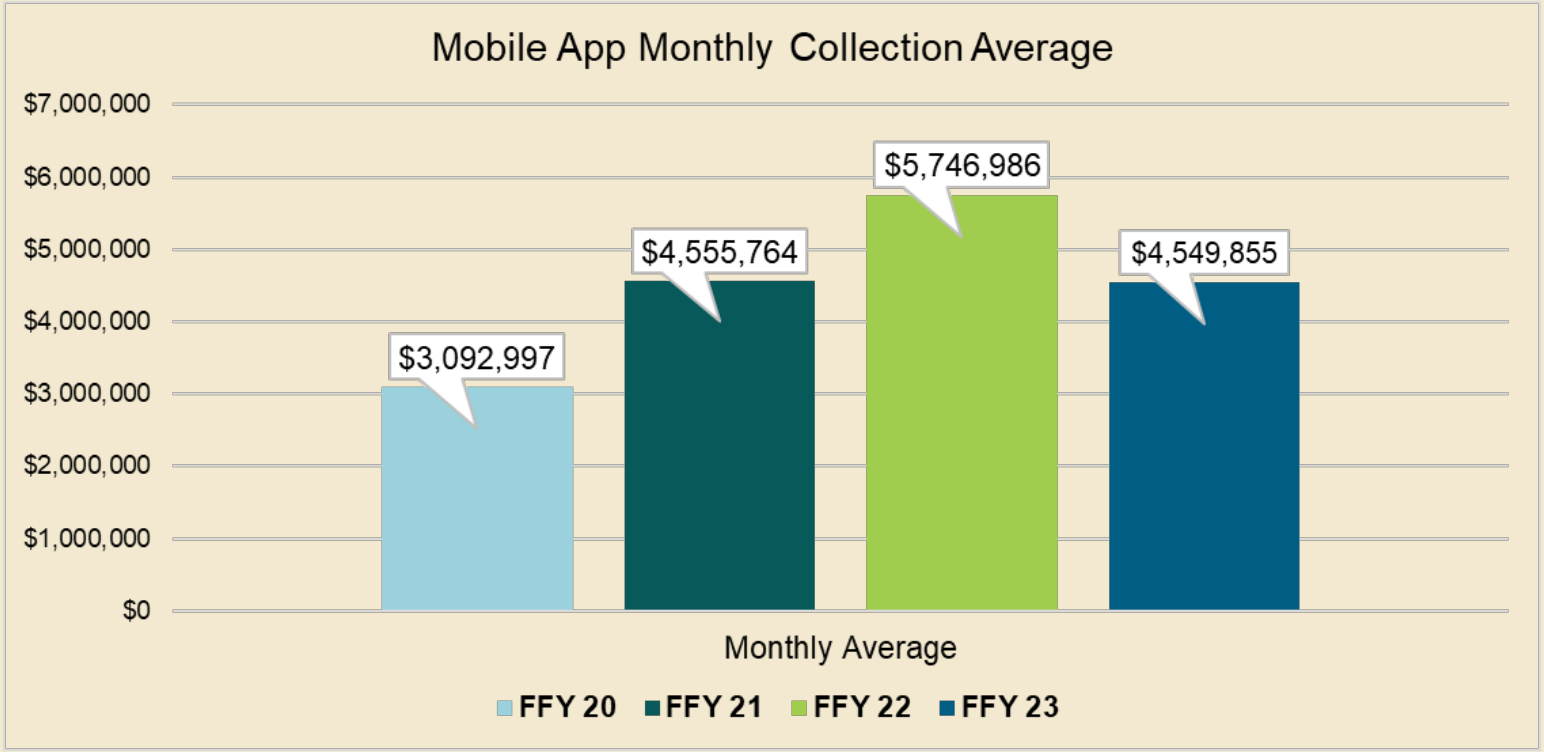


	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
FFY 20	$2.7M	$2.7M	$2.7M	$2.9M	$2.9M	$3.M	$3.1M	$3.1M	$3.4M	$3.6M	$3.5M	$3.6M
FFY 21	$4.M	$3.6M	$3.2M	$4.1M	$3.9M	$5.2M	$5.M	$4.8M	$5.M	$5.4M	$5.3M	$5.1M
FFY 22	$5.6M	$5.4M	$5.7M	$5.7M	$5.5M	$6.3M	$6.1M	$5.9M	$5.7M	$5.7M	$5.7M	$5.7M
FFY 23	$5.9M	$5.6M	$5.7M	$4.9M	$726,283							

FFY 20 FFY 21 FFY 22 FFY 23

Mobile App


8:57
LTE
Done
ga.smartchildsupport.com
AA
DCSS on the go
Home | Contact Us | FAQs
Welcome to the Georgia SMART e-Pay Mobile Payment Website
Credit Card Payment (choose role)
NON-CUSTODIAL PARENTS
CUSTODIAL PARENTS
Non-Custodial Parents
Already registered?
SIGN IN
New to the site?
REGISTER HERE
Privacy Policy | Security | Terms and Conditions | Accessibility
© 2015 Systems & Methods, Inc. | Full Site


Mobile App Monthly Collection Average
$7,000,000
$6,000,000
$5,000,000
$4,000,000
$3,000,000
$2,000,000
$1,000,000
$0
$3,092,997
$4,555,764
$5,746,986
$4,549,855
Monthly Average
FFY 20
FFY 21
FFY 22
FFY 23

ERICSA
1963-2023
A GEM 60 YEARS IN THE MAKING
60TH ANNUAL TRAINING CONFERENCE & EXPOSITION

What did you find most interesting about the GA Mobile App?

Appointment Request feature

0%

Push Notifications

0%

Collections through the App

0%

Document Upload feature

0%

Other

0%

Start the presentation to see live content. For screen share software, share the entire screen. Get help at **pollev.com/app**

NYC Office of Child Support Services

Sherry Moss

Assistant Deputy Commissioner, Borough Offices & Court Services

NYC Child Support Basics

Context

- Judicial state
- State-supervised, locally-administered

Total Caseload: 244,216

- 202,936 cases with orders (83% SEP)
- 74% of cases with orders have arrears
- 152,388 cases with orders received a payment during CY2022 (75%)

Number of Individuals: 754,934

- 215,102 custodial parents (CP)
- 213,135 noncustodial parents (NCP)
- 240,511 children under age 21
- 86,186 children age 21 and older

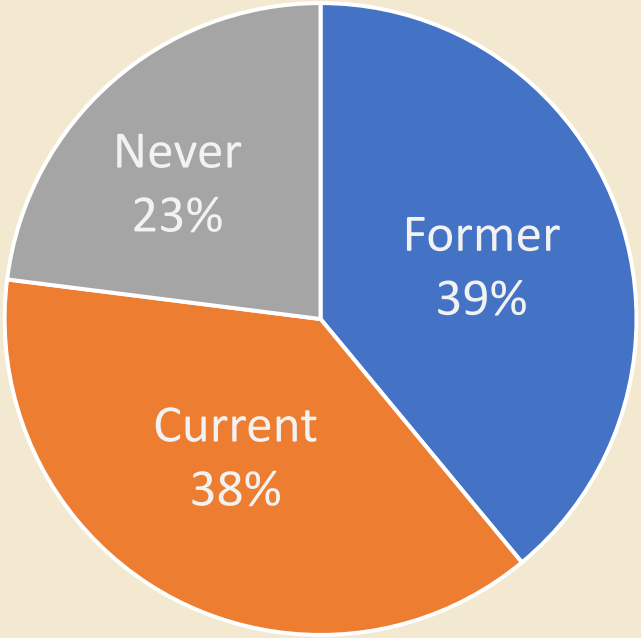
Organizational Structure

- Specialized job functions - no “case management”
- 491 FTEs (as of April 2023)

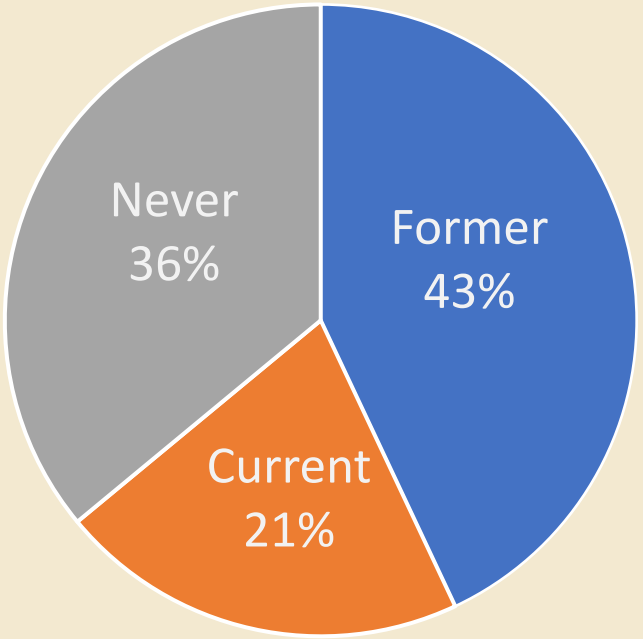
Data as of December 2022

Benefit Status of Parents Served

Custodial Parents Benefit Status
(Cash Assistance, SNAP, Medicaid, SSI)



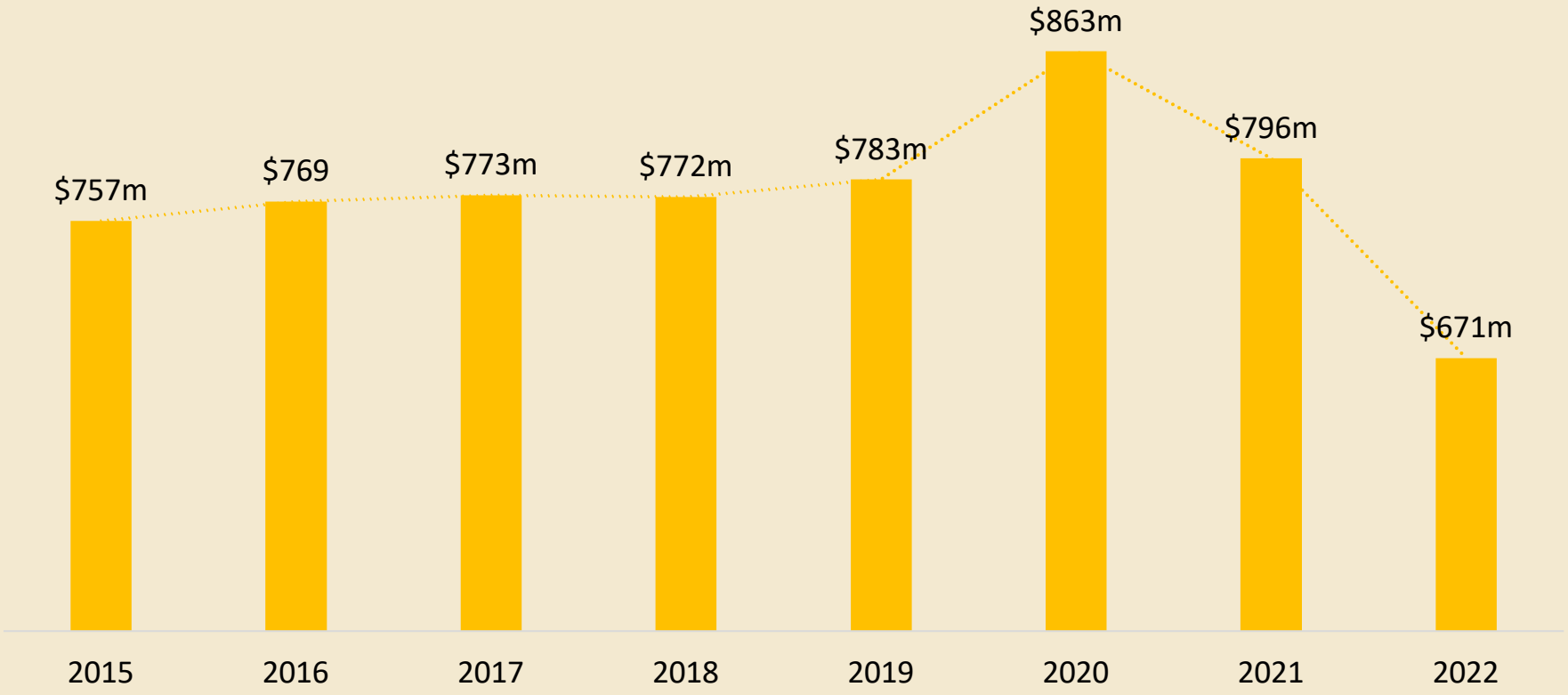
Noncustodial Parents Benefit Status
(Cash Assistance, SNAP, Medicaid, SSI)



Data as of December 2022

Total Collections (in millions)

~$6.2 Billion in total collections (CY 2015 – CY 2022)



Data as of December 2022
NOTE: 2020 collections jumped because of the interception of the first stimulus payment and expanded UIB.

Looking Out - Connecting to Clients

CA clients receive a mandatory referral to OCSS Borough Offices

All other CPs and NCPs come to our Family Court locations

Pre-COVID

- Borough-based service delivery
- Mandatory in-person appts
- Paper-driven process

- Walk-ins for voluntary service
- Paper application & form submission
- Occasional virtual service provision

During/Post COVID

- Borderless service delivery
- Primarily telephone appts
- Primarily virtual/electronic process

- Borderless service delivery
- Hybrid customer service options
- Email, mail, fax, paper applications and form submission

Challenges – Client Connections

- Lack of self-service capabilities
- No/limited access to offices
- Unable to meet client where they are
- Not leveraging existing technology and resources available in DSS/HRA/DHS

Modernize and improve customer service delivery

Reduce manual effort; improve staff productivity

Improve program efficiency

Solution – NYC OCSS ACCESS HRA Child Support Mobile App

- Online application/referral submission portal
- Document upload feature
- Self-service transactions and fillable forms
- Online payment feature
- Back-end automated processing
- Available in 7 different languages
- Part of NYC DSS 'ACCESS HRA' suite of digital tools

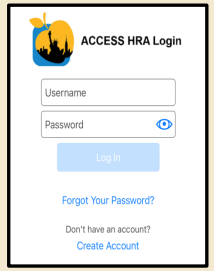
Timeline & Features – Mobile App

January 2022	August 2022	December 2022	January 2023
• Account creation • NYS application forms (CA, MA Only, Non-CA) • Upload supporting documentation	• Form submission for Enforcement challenges, debt reduction programs • Update personal data • Auto-indexing of referral form and supporting documents for CA clients	• Additional forms added	• Payments accepted by credit card and PayPal

Journey through the Mobile App

Client downloads Child Support app from App store

Uses or creates their ACCESS HRA account

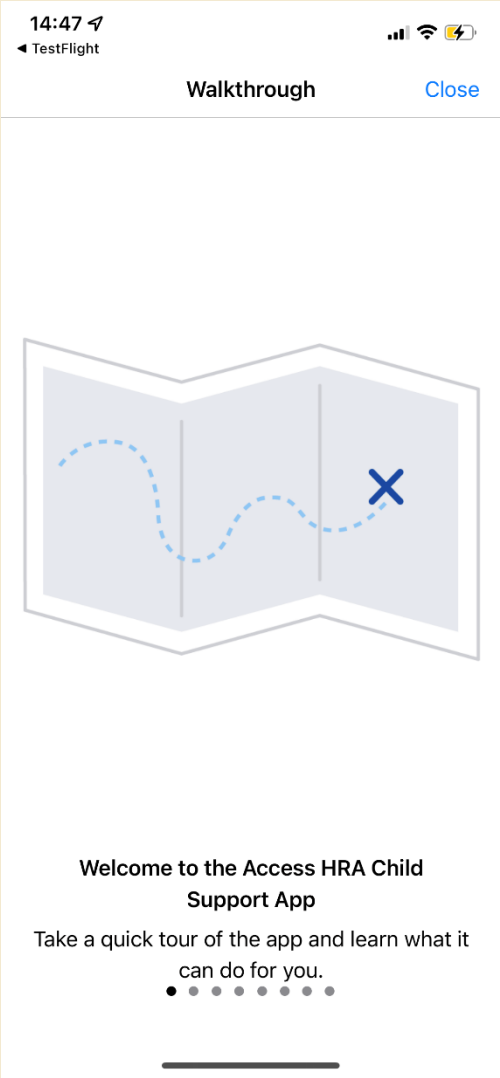


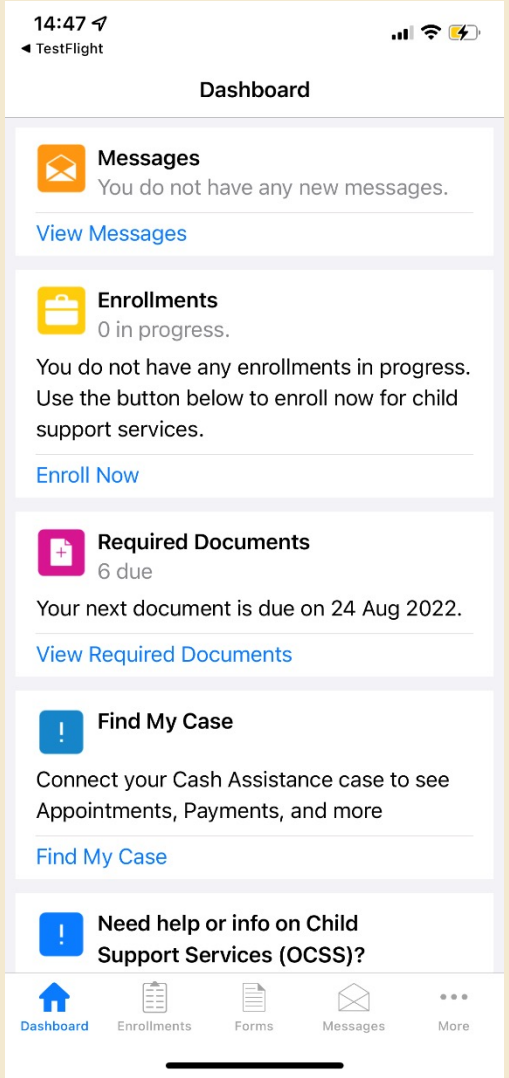
Completes, reviews, and submits the correct enrollment form, fillable form or payment information

Takes photos and uploads supporting documentation, if needed

Dashboard

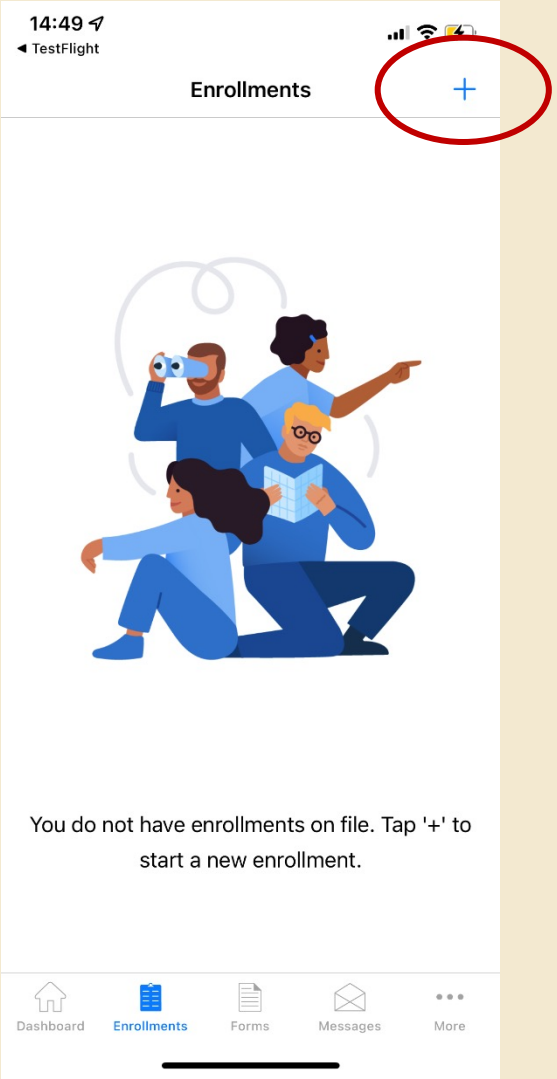
- **Dashboard**: Important d to case or submissions





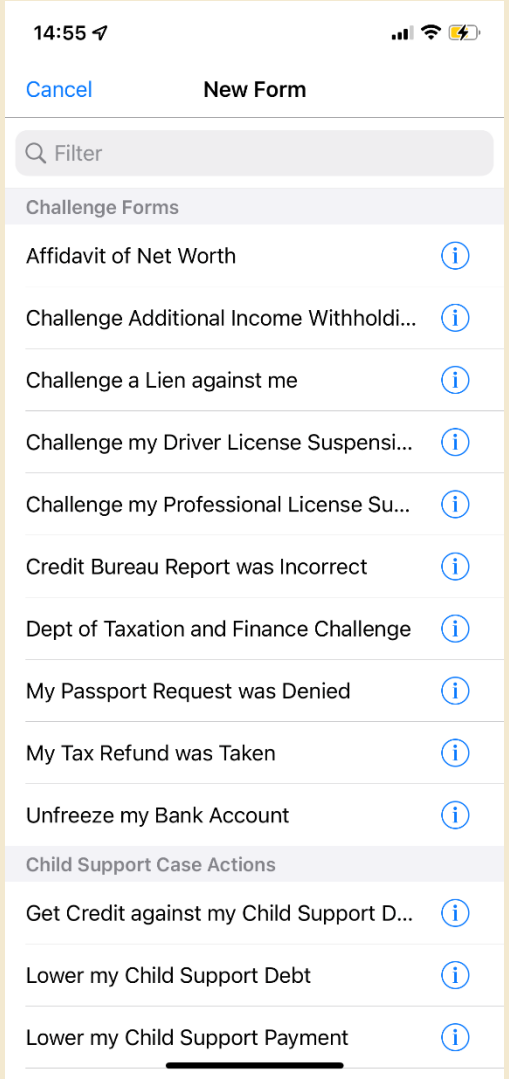
Enrollments/Applications

- **Dashboard**: Important information related to case or submissions
- **Enrollments**: Submit referral form or application for child support



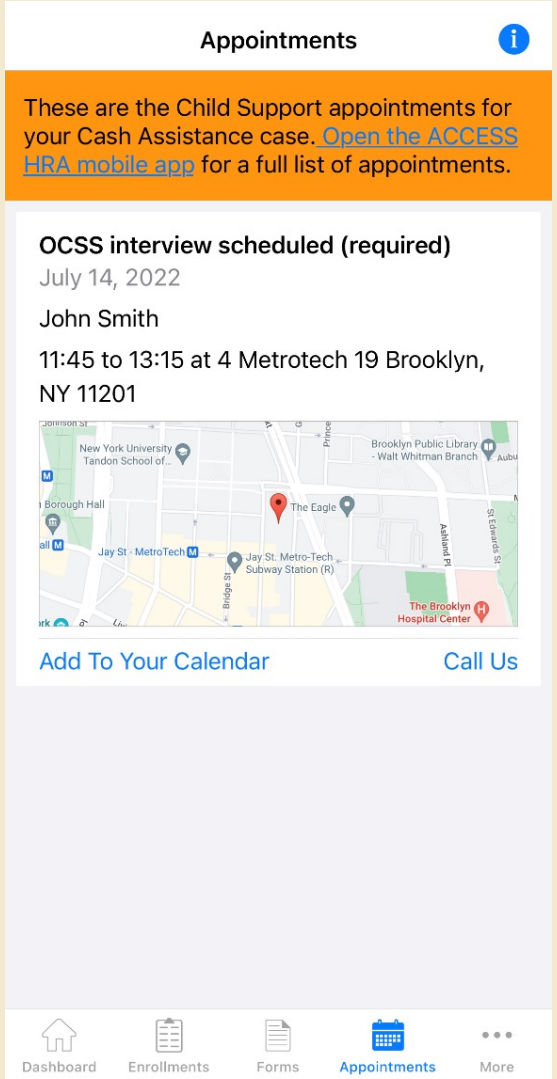
Forms

- **Dashboard**: Important information related to case or submissions
- **Enrollments**: Submit referral form or application for child support
- **Forms**: Challenge an action made to your case or make other Child Support case actions



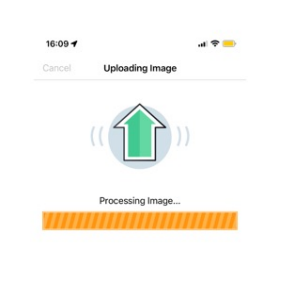
Appointments

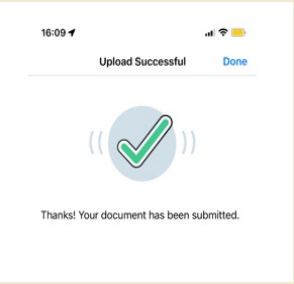
- **Dashboard**: Important information related to case or submissions
- **Enrollments**: Submit referral form or application for child support
- **Forms**: Challenge an action made to your case or make other Child Support case actions
- **Appointments**: Show upcoming OCSS appointments for clients on CA

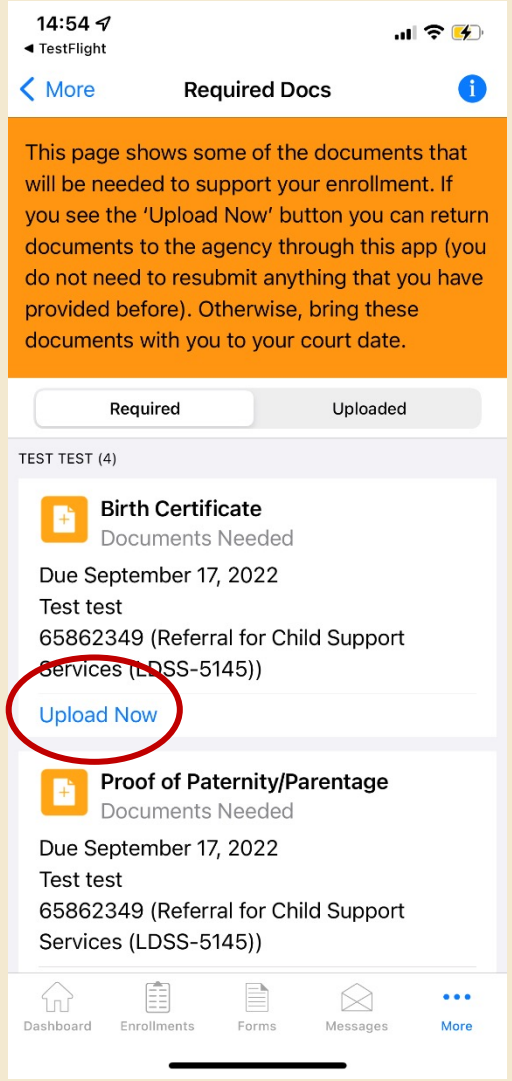


Required Documents

- **Dashboard**: Important information related to case or submissions
- **Enrollments**: Submit referral form or application for child support
- **Forms**: Challenge an action made to your case or make other Child Support case actions
- **Appointments**: Show upcoming OCSS appointments for clients on CA
- **Required Documents**: Shows documents required for enrollment or forms; upload feature

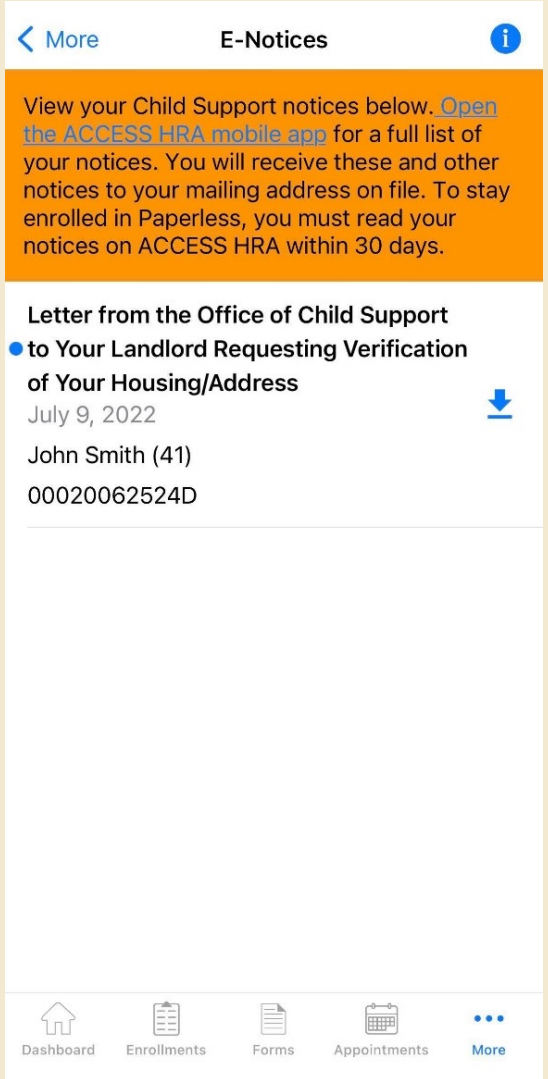






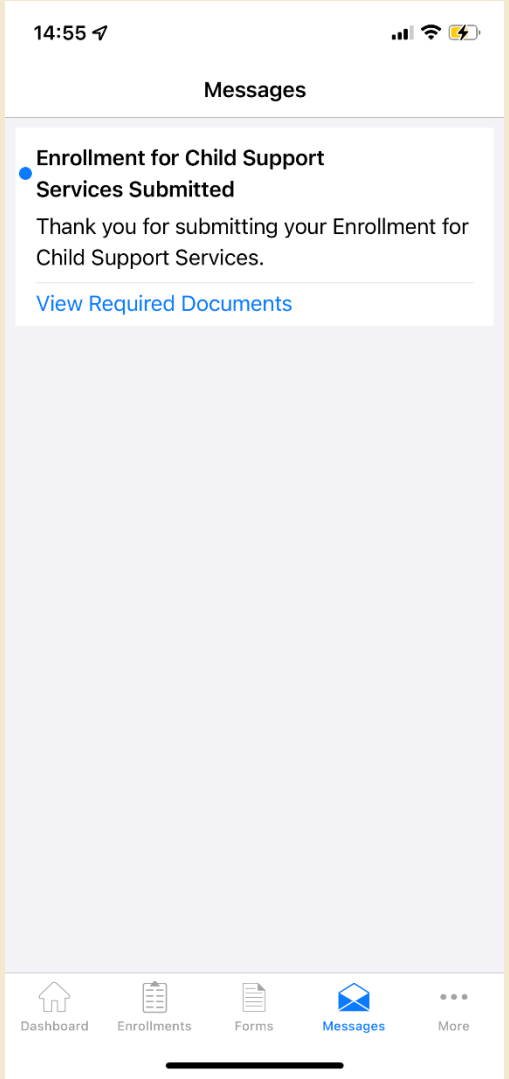
E-Notices

- **Dashboard**: Important information related to case or submissions
- **Enrollments**: Submit referral form or application for child support
- **Forms**: Challenge an action made to your case or make other Child Support case actions
- **Appointments**: Show appointments for clients on TA
- **Required Documents**: Shows documents required for enrollment or forms
- **E-Notices**: Shows important notices Agency sent re: your case



Messages

- **Dashboard**: Important information related to case or submissions
- **Enrollments**: Submit referral form or application for child support
- **Forms**: Challenge an action made to your case or make other Child Support case actions
- **Appointments**: Show appointments for clients on TA
- **Required Documents**: Shows documents required for enrollment or forms
- **E-Notices**: Shows important notices Agency sent re: your case
- **Messages**: Shows messages sent about applications



Additional Features

- No-fee payment options
- Find My Case
- Give OCSS permission to share information with partner Agency
- Child support calculator
- Help options for each module

Mobile App Marketing Plans

2022

- Created webpage, updated client notices and external communications
- Paid Instagram, Facebook and Google ads
- Multilanguage flyer available in OCSS offices, partner Agencies, Community Partners
- Internal communication with staff and external communication with CBOs and partners
- Prominent placement of blurb on ACCESS HRA with links
- Text message and email sent to noncustodial parents that gave consent to contact informing them about the new payment feature
- Created short video and posted it to YouTube and linked to it from newsletters and website

https://www.youtube.com/shorts/8O4RczCkmoM

April 2023

- Campaign highlighting why child support matters and how it makes a difference
- Social media posts on using the app to sign up for child support services
- Paid ads in local newspapers about using the mobile app to enroll for child support services

People are looking in!

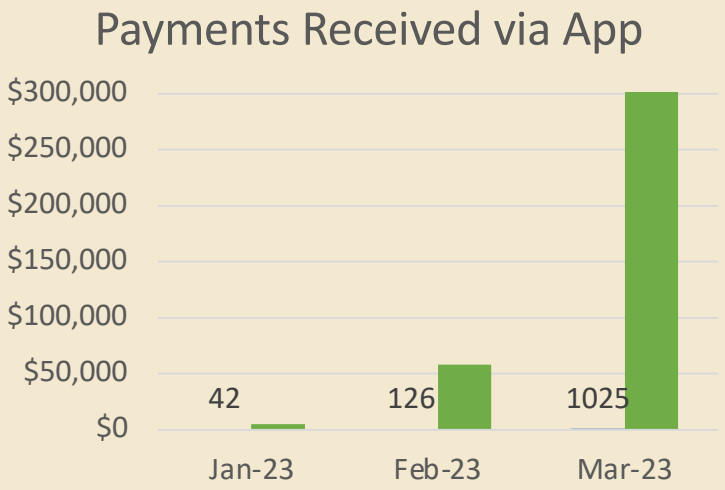
44,894
Total Downloads

7,229
Enrollment Forms Submitted

15,678
Supporting Documents Uploaded

278
Challenge Forms Submitted

$391,000
Payments Collected



Data as of 4/4/23

Plan for the Future – Mobile App

- Banners
- Links to videos
- Live chat feature

What did you find most interesting about the NYC Child Support Mobile App?

Application and form submission

0%

Ability to connect to CA case

0%

Auto-indexing feature

0%

No-fee payment option

0%

Other

0%

Start the presentation to see live content. For screen share software, share the entire screen. Get help at **pollev.com/app**

Does your program have an electronic case folder system?

Yes, and I like it

0%

Yes, and it needs work

0%

No

0%

No, but we are working on it

0%

No, but we want to

0%

Start the presentation to see live content. For screen share software, share the entire screen. Get help at **pollev.com/app**

Looking in – Supporting BO Staff through Technology

Pre-COVID

- Borough-based service delivery
- In-person appointments
- Clients completed paper application
- Multiple requests for documentation (in-person return appts)
- Paper case folders transported for filing and attorney representation at hearing

Agency had identified need for electronic case folder/record retention

During COVID

- Borderless service delivery
- Telephonic appointments scheduled
- Referral forms and documents mailed, emailed, faxed to Agency
- Virtual case folders (new and recreated) through SharePoint
- Submit virtual case folders for filing and attorney representation at hearing

Challenges – Internal Workflows

- Manually intensive, paper-based process
- Unnecessary burden on client to submit documents previously received by Agency
- 50,000+ case folders for court each year
- Too many physical handoffs required
- Lack of systematic status tracking

Modernize and improve customer service delivery

Reduce manual effort; improve staff productivity

Improve program efficiency

Solution – NYC OCSS Electronic Case Folder System

- Create electronic case folder system – anytime, anywhere access
  - Electronic folders created based on scheduled appointments
  - Pre-emptively retrieves available documents and information to support child support case
- Built-in case assignment, workflow and tracking capabilities
- Historical information stored for future actions/hearings
- Electronic document sharing with Courts and other parties
- Allows for borderless case assignment and processing
  - Higher levels of efficiency
  - Less dependency on individual office staffing and space availability

Development Timeline - ECFS

Nov 2016	June 2020	May 2022	Oct 2022	Nov 2022
Requirements and Design	**Development**	**Testing**	**Training**	**Implementation**

ACTIVITIES

• Focus group sessions with users (child support staff and attorneys) • Workflows • Screen mock-ups • User Stories	• HRA ITS systems, with input from OCSS Systems	• Integration testing • User acceptance testing	• Training for OCSS intake staff • Training for OCSS supervisors • Training for HRA attorneys	• On-site support

Ongoing: *Enhance functionality, update training materials, develop desk guides, communicate changes*

Implementation Timeline & Features - ECFS

Phase 1 (Nov 2022)	Phase 2	Phase 3
• Stand alone system hosting electronic folders • Automatic retrieval and storage of documents based on appointments • Upload capabilities with indexing • Workflow for supervisory approval and seamless handoff to Court Services staff and attorneys • Automatic staff assignment • Dismissal tracking component • Reports	• Electronic case folders in the court hearing • Electronic document sharing with Court and other parties	• End to end solution for all NYC child support cases (e.g. electronic folders for enforcement, etc.)

ECFS Workflow

OCSS INTAKE FOR CA CLIENTS

ECFS

Night before child support appointment folder auto created based on scheduled appointments

→

OCSS & client complete child support interview

→

ECFS

Existing documents pulled from Agency resources

Additional docs received from client uploaded and indexed

→

ECFS

Review and approval by supervisor

→

OCSS COURT SERVICES

ECFS

Schedule court hearing

Attorney

ECFS

Round robin assignment to attorneys

→

ECFS

Attorneys prepare folders for court and add documents

→

Hearing in Family Court

→

ECFS

Update court outcome, reassess dismissed cases

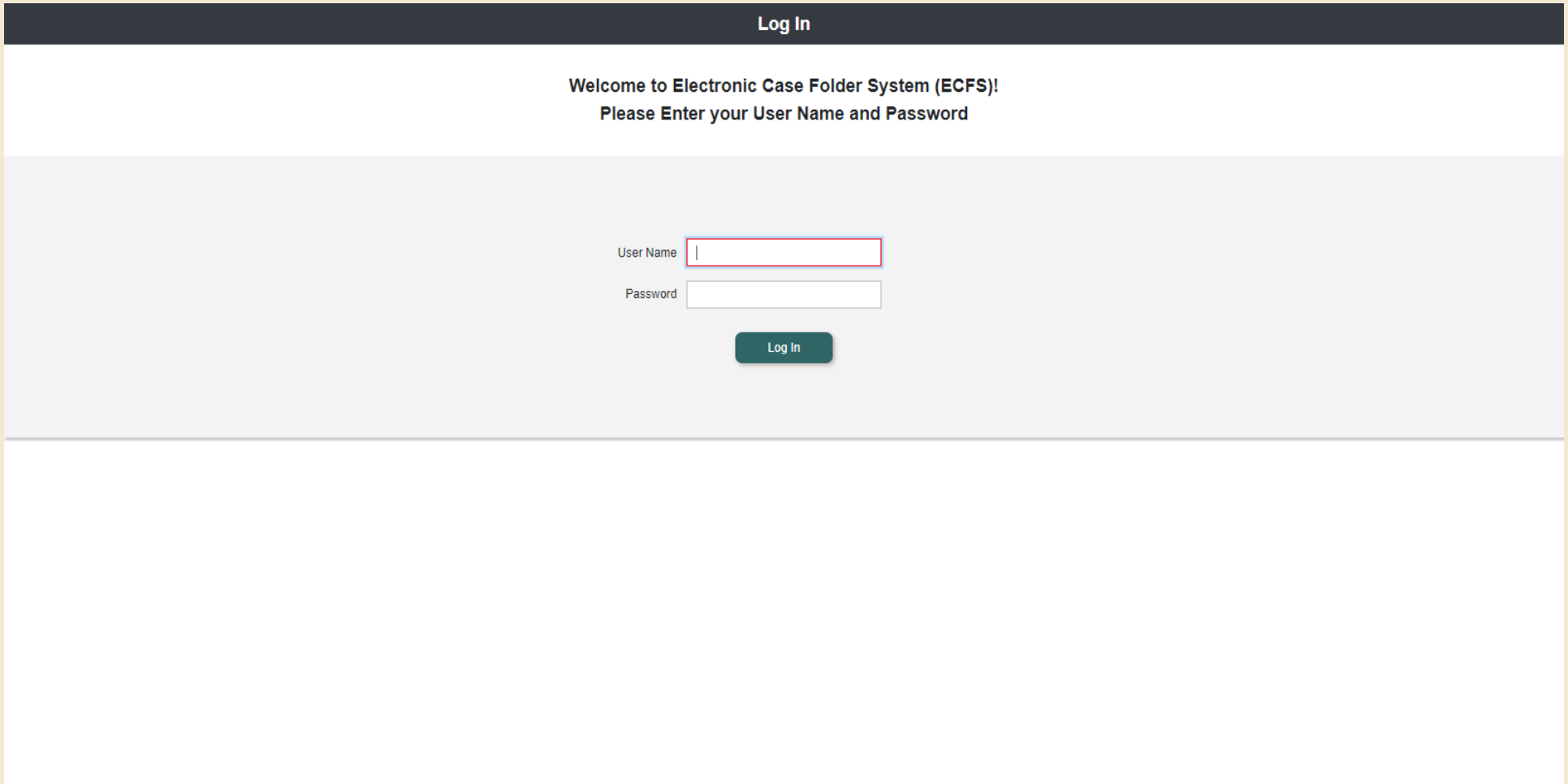
→

Locate

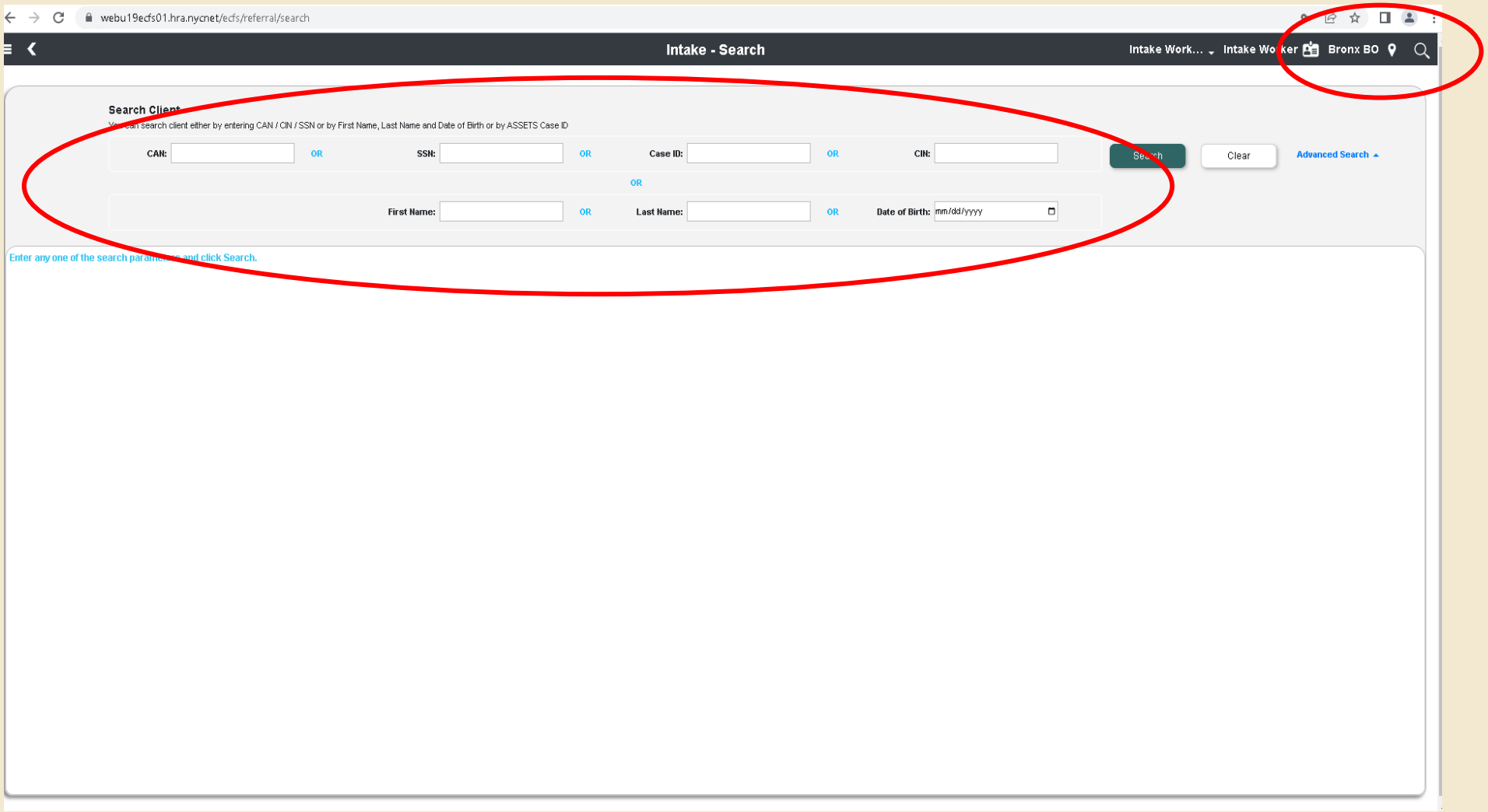
ECFS

Complete locate and return to court

How It Looks and Works



Intake – Search by Case ID/Info



Intake – Case Search by Worklist

webu19ecfs01.hra.nycnet/ecfs/referral/worklist

Search / Worklist

Interview T... Interview W... Bronx BO

Select Worklist:*

- select
- My Homebound Worklist
- My Cases Worklist
- Ready for Interview Worklist

Search for the Client: OR SSN: OR Case ID: OR Referral Status: select

Search Clear Advanced Search

Enter any one of the search parameters and click Search.

Search Results

webu19ecfs01.hra.nycnet/ecfs/referral/worklist

Ready for Interview Worklist

Interview T... Interview W... Bronx BO

Select Worklist:* Ready for Interview Worklist

Search for the Client: CAN: OR SSN: OR Case ID: OR Referral Status: select Search Clear Advanced Search

#	Client CAN Suffix-Ln	Client First Name	Client Last Name	Client SSN	Status	Updated On	Updated By	Case ID	Referral Type
1	[redacted]	[redacted]	[redacted]	[redacted]	Ready for Interview	04/11/2023 05:21 PM	Forty One,Intake Worker		Walk-In

Download as

Client Master Document Folder

Client Master Document Folder

Interview Fif... Interview W... Manhattan BO

Client Master Document Folder

Name	CAN	DOB	SSN	CIN
[redacted]	[redacted]		[redacted]	

Select All	Document Name	Note	Source	CIN	FirstName	LastName	Added By	Added Date	Delete
	WMS-07 – Details Screen name: Case Comp – Indiv Summary		WMS		[redacted]		Interview Fifty Two	04/13/2023	
	WMS-10 – Client Information		WMS		[redacted]		Interview Fifty Two	04/13/2023	
	WMS-22 – Details screen name: Case Comp – Suffix/Individual Summary		WMS		[redacted]		Interview Fifty Two	04/13/2023	
	Affidavits of Non-Paternity		HRAOneViewer		[redacted]		Interview Fifty Two	04/13/2023	
	Birth or Hospital Certificate		HRAOneViewer		[redacted]		Interview Fifty Two	04/13/2023	
	Criminal Court Records		HRAOneViewer		[redacted]		Interview Fifty Two	04/13/2023	

Document Repositories

Add a document from one of the following repositories:

WMS

HRA One Viewer

OCSS Viewer

OLA One Viewer

I. FH6587847

1. Petition Document Folder

Scan/ Upload Documents

Click 'Add Document' to Scan/ Upload files

Add Documents

Easy access to document repositories

Close

Petition Folders

Title bar

Client Details area

Case ID area

Petition Details area

Action bar

Referral Details

CULCBOVW1 Interview W... Queens

Client Details

Client Master Document Folder

Name | CAN | DOB | SSN | CIN | CP Zip Code | BO Location

***-**-0000 | 11102 | Bronx

Referral Type: Walk-In

NYCWAY Details | WMS Details | Notes: View/Add | Client History

Modify Referral Information

Case ID ZB

Special Handling: DV Opt In | Prison | MA | HB | FC | DHS

Jurisdiction: | View Tickler

1 Petition Details

Petition Document Folder

Petition Request Form

Relief Sought Type

Support

Court Details

Docket #

Court Loc.

Filing Date

Hearing Date

Part #

Court Outcome

Reason

Assignment & Status

Assigned To CULCBOVW1

Status Case Review in Progress

Court Referrable?

Reason

Create Petition Document Folder

Is this Court Referable? Yes

Select the Next Action Select

Cancel | Submit

Supervisory Review

Referral Details

BO Supervis... BO Supervisor Manhattan BO

Client Details | Client Master Document Folder | Name [redacted] | CAN [redacted] | DOB | SSN [redacted] | CIN | CP Zip Code 10451 | BO Location Bronx | Referral Type: Walk-In | NYCWAY Details | WMS Details | Notes: View/Add | Client History

Modify Referral Information

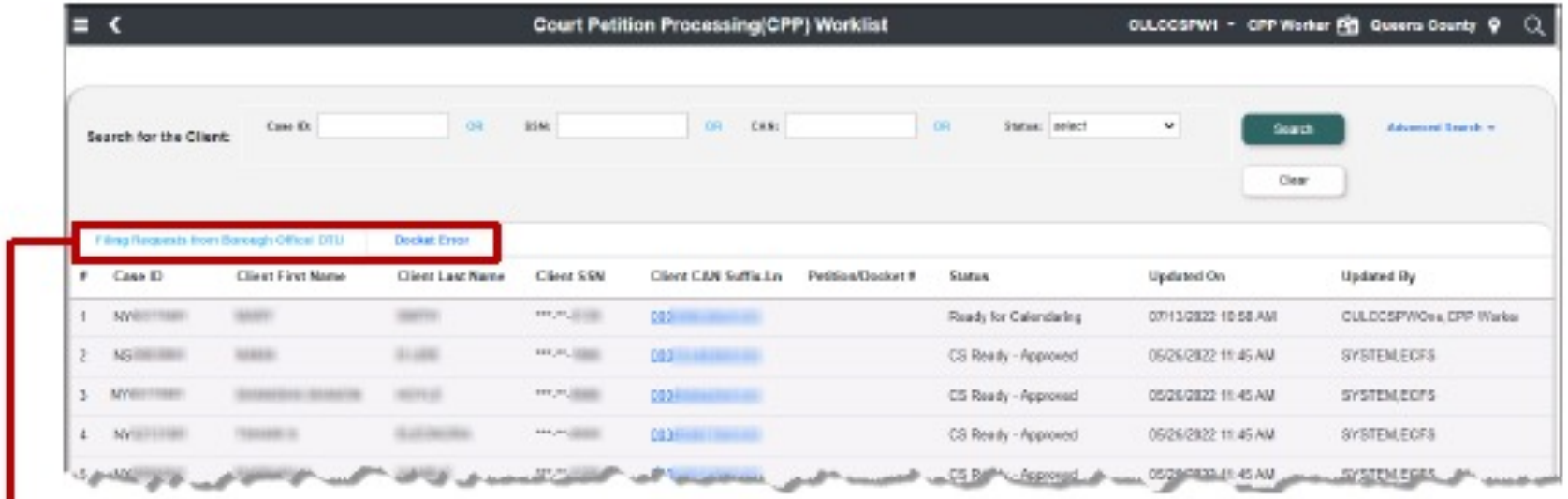
Case ID [redacted] | Special Handling: DV Opt In ☑ Prison ☐ MA ☐ HB ☐ FC ☐ DHS ☐ | Jurisdiction: Local | Add Tickler

1 Petition Details

Petition Document Folder	Relief Sought Type	Court Details	Assignment & Status
Petition Request Form	Support	Docket # / Court Loc. / Filing Date / Hearing Date / Part # / Court Outcome / Reason	Assigned To: BO Supervisor Fifty Two (Reassign) / Status: CS Ready - Review Requested / Court Referrable?: Yes / Reason

Select the Next Action: Select — Select / CS Ready - Rejected / CS Ready - Approved | Cancel | Submit

Court Services



Filing Requests from Borough Office/ DTU

Docket Error

Click to display filing requests (petitions waiting to be processed by a CPP worker).

Click to display petitions whose court details (docket number, etc.) could not be verified against the COD.

Court Services – Filing & Calendaring

Referral Details

CPP Worker ... | CPP Worker | New York County

Client Details

Client Master Document Folder

Name	CAN	DOB	SSN	CIN	CP Zip Code	BO Location
[redacted]	[redacted]	mm/dd/yyyy X	[redacted]	[redacted]	10003	Manhattan

WMS Details | Notes: View/Add | Client History

Modify Referral Information

I Case ID [redacted]

Special Handling: DV Opt In ☐ Prison ☐ MA ☐ HB ☐ FC ☐ DHS ☐

Jurisdiction: Local | Add Tickler

1 Petition Details

Petition Document Folder

Relief Sought Type

Paternity x

Court Details

Docket #

Court Loc. Select

Filing Date mm/dd/yyyy X

Hearing Date

Part #

Court Outcome

Reason

Assignment & Status

Assigned To CPP Worker Fifty Two

Status Ready for Calendaring

Court Referrable? Yes

Reason

Cancel | Save

Attorney Part Assignments

Search/ Worklist

OLAATTR6 OLA Attorney Bronx County

Select Worklist: Court Calendar Worklis

Court Calendar List

Outstanding Petitions Outcome Required

May 2022

Mo	Tu	We	Th	Fr	Sa	Su
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Court Calendar for

Thursday, 19 May 2022

Assigned Part # Total

# of Petitions

#	Hearing Date	Hearing Time	Court Loc.	Part#	Docket #	Client Name	Relief Sought	Purpose	Case ID	CA Indicator	Status	Updated On	Updated By
1	05/29/2022	10:28 AM	Bronx County	22	[redacted]	[redacted]	Support	Return of Process	[redacted]	Active	OLA Ready	05/19/2022 10:32 AM	SYSTEM,ECFS

Attorney Access to Case Folder

Referral Details

OLA Attorne... OLA Attorney Richmond County

Client Details

Client Master Document Folder

Name	CAN	DOB	SSN	CIN	CP Zip Code	BO Location
[redacted]	[redacted]	mm/dd/yyyy X	[redacted]		11351	Queens

WMS Details

Notes: View/Add

Client History

Modify Referral Information

I Case ID [redacted]

CA Inactive

Special Handling: DV Opt In☐ Prison☐ MA☐ HB☐ FC☐ DHS☐

Jurisdiction: Local

Case History Sheet

Add Tickler

1 Petition Details

Petition Document Folder

Relief Sought Type

Paternity x

Court Details

Docket # [redacted]

Court Loc. Queens County

Filing Date 03/25/2022 X

Hearing Date 03/28/2023 12:00 AM

Part # 25

Court Outcome

Reason

Assignment & Status

Assigned To OLA Attorney Four

Status Court Ready

Court Referrable? Yes

Reason

Cancel Save

Dismissal Tracking Unit

Referral Details

DTUWKR2 DTU Worker New York County

Client Details | Client Master Document Folder | Name [redacted] | CAN [redacted] | DOB [redacted] | SSN ***-**-8858 | CIN [redacted] | CP Zip Code 10457 | BO Location Bronx | WMS Details | Notes: View/Add | Client History

Modify Referral Information

Case ID [redacted] | Special Handling: DV Opt In ☐ Prison ☐ MA ☐ HB ☐ FC ☐ DHS ☐ | Jurisdiction: Local | View Tickler

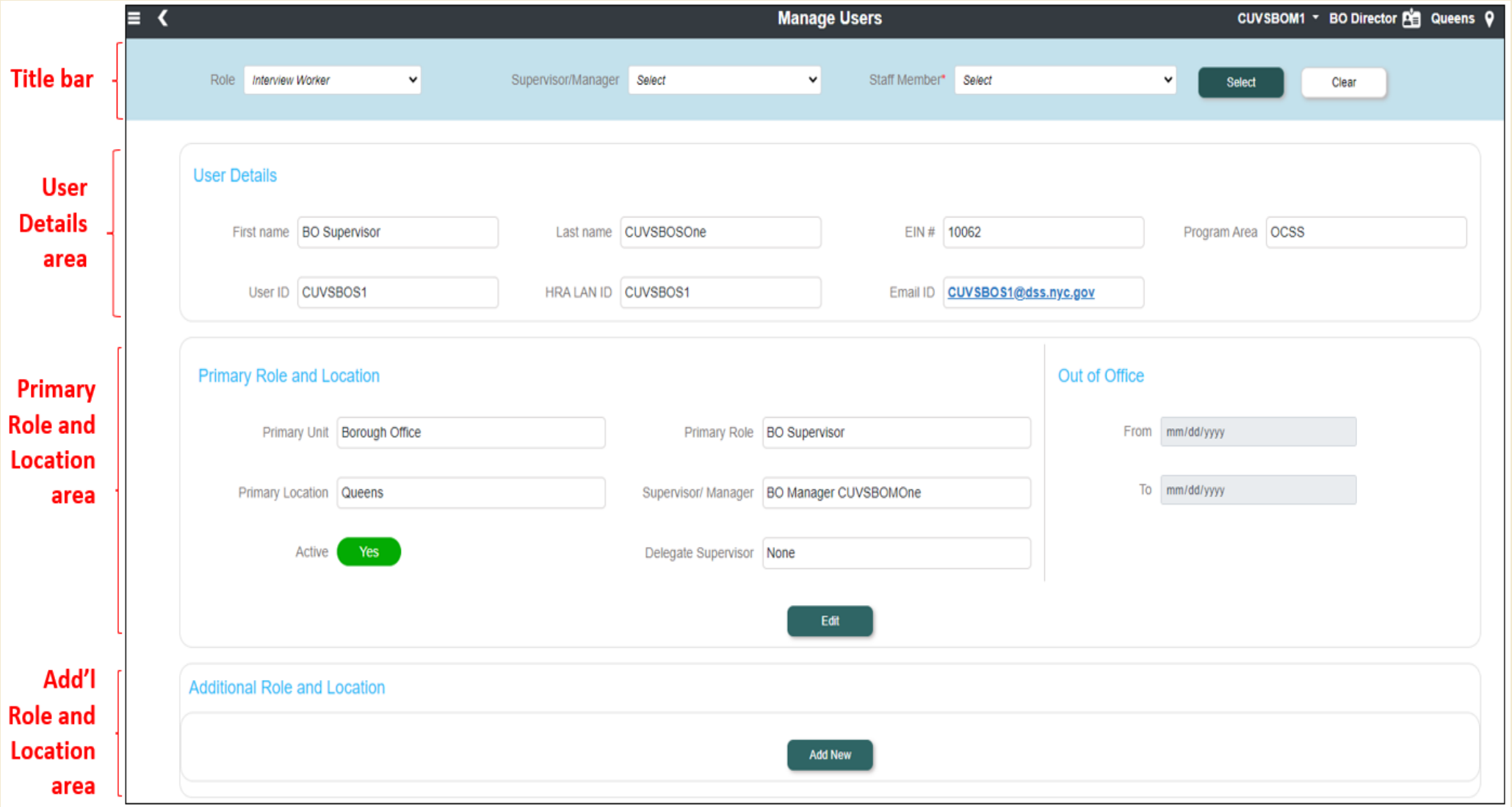
1 Petition Details

Petition Document Folder	Relief Sought Type	Court Details	Assignment & Status
Petition Request Form	Support	Docket # [redacted] Court Loc. Bronx County Filing Date 02/04/2020 Hearing Date 05/19/2022 10:27 AM Part # 22 Court Outcome Dismissed Reason Attempted Ser	Assigned To DTUWKR2 Status Hearing Complete Court Referrable? Yes Reason

Select
Address does not exist
Address is Vacant Lot
Apt number does not exist
Deceased
Does not reside at address, as per
Employer address does not exist
Employer has no record of Res working there
Employer states respondent resigned/retired/terminated
Employer would not reveal if respondent was on payroll
Evicted
Has relatives living at address, but does not reside there
Incarcerated
Moved
Multiple Units
No response at address
Not Known at address, as per
Other
Respondent not listed on tenant directory

Select the Reason for No Service: Select | Select the Next Action: CLU Locate Reque | Cancel | Submit

Administrative Functions



Where We Are

- Currently utilized in all BOs for all cases as of mid-November 2022
  - Approximately 160 staff using system
  - Approximately 300 virtual appts daily as well as follow-up appts
- Cases in ECFS
  - Over 22,000 cases have been loaded
  - At any given time, approximately 4,000 in some state of activity
- As of March 2023, approximately 400 petitions have successfully moved through ECFS from Intake to filing
- Over 20 reports available to staff, supervisors, Directors, etc. and the number keeps growing

Some Other Points

- Workarounds to manage virtual assignments
- Straddling multiple systems (e.g., SharePoint) for cases built pre-Nov 2022 and for cases sent to BO from other parts of OCSS
- Learning curve for the application has been steep, including clean up for clunkier parts of workflow
- Addressing some logistical issues with some staff not on same network/system
- Focusing on staff buy-in and change management

Plans for the Future

Phase 1 (Nov 2022)	Phase 1b	Phase 2	Phase 3
• Stand alone system hosting electronic folders • Upload capabilities with indexing • Automatic retrieval and storage of documents based on appointments • Workflow to refer and approve folders • Automatic staff assignment • Seamless handoff between child support staff and attorneys • Dismissal tracking component • Reports	• Enhancements to support current processes	• Electronic case folders in the court hearing • Electronic document sharing with Court • Electronic document sharing with parties	• End to end solution for all NYC child support cases (e.g. electronic folders for enforcement, etc.)

What did you find most interesting about the Electronic Case Folder System?

Automatic retrieval and storage of documents based on appointments

0%

Upload capabilities with indexing

0%

Seamless handoffs for supervisors, Court Services staff and attorneys

0%

Automatic staff assignment

0%

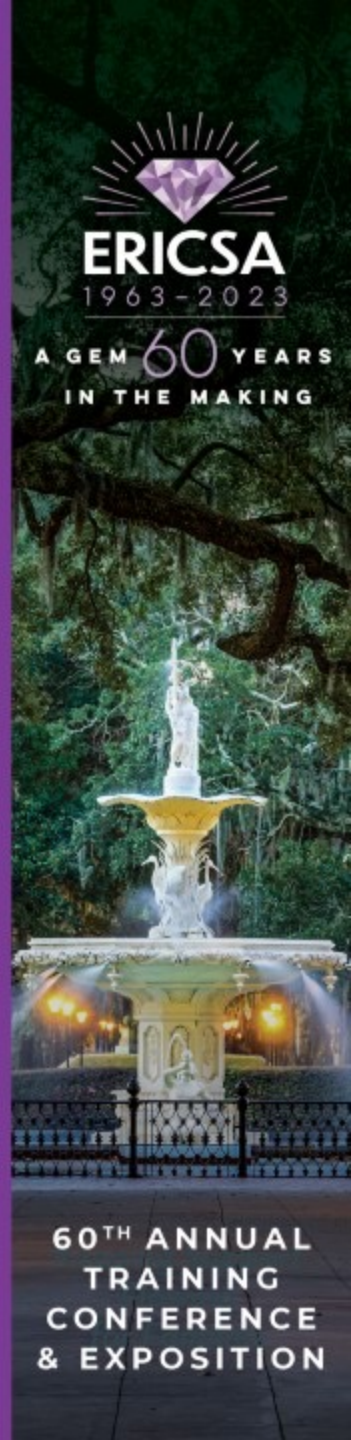
Post-hearing workflow

0%

Start the presentation to see live content. For screen share software, share the entire screen. Get help at **pollev.com/app**

Questions?

ERICSA
1963-2023
A GEM 60 YEARS
IN THE MAKING
60TH ANNUAL
TRAINING
CONFERENCE
& EXPOSITION

This session provided information on external and internal customer engagement solutions:

- Georgia Child Support Mobile App
- NYC Child Support Mobile App
- NYC Intake Unit Electronic Case Folder System