

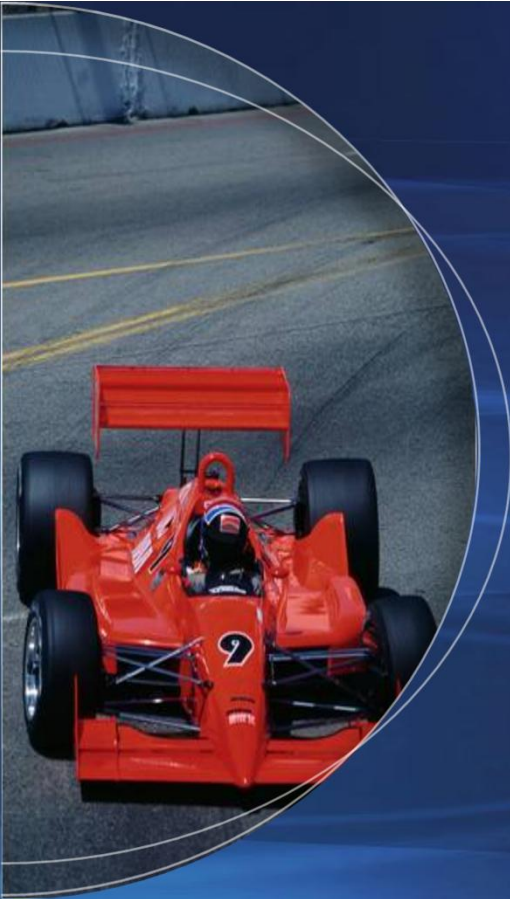
*ERICSA: Leading the Race for Stronger Families!*



# Bringing Child Support Document Generation into the 2010s

Bruce Martin  
John Batchelor  
Jay Kumar  
Michael Jackson

ERICSA 49<sup>th</sup> Annual Training Conference & Exposition • April 1 - 5 • Indianapolis Hyatt Regency



# Presenters and Agenda



- Forms – Critical for Child Support Enforcement
  - **Moderator:** Bruce Martin, *Deputy Director Lancaster County, Pennsylvania Office of Domestic Relations*
- Pennsylvania – The First Step of Forms Modernization
  - John Batchelor, *Deloitte Consulting*
- Florida – The Next Step of Forms Automation
  - Jay Kumar, *Deloitte Consulting*
- The Next Phase of Citizen/Case Member Engagement
  - Michael Jackson, *Adobe Systems*

# Bringing Child Support Document Generation into the 2010s



Many Child Support Enforcement systems require the generation of paper documents as a primary method for helping to administer child support cases. Current systems rely upon legacy document generation solutions and often focus exclusively on the creation of paper documents...



# Forms are a critical component of a Child Support Enforcement System...



In the Court of Common Pleas of ARMSTRONG County, Pennsylvania  
DOMESTIC RELATIONS SECTION  
DRS MAILING ADDRESS, DRS CITY, PA 17101  
Phone: (717) 555-9999 DECEMBER 30, 2030 Fax: (717) 555-1234

To: POSTMASTER  
USPS OFFICE ADDRESS  
Agency Control No.: 8989898989  
Date: DECEMBER 30, 2030

**Address Information Request**  
Please furnish this agency with the new address, if available, for the following individual or verify whether the address given below is one at which mail for this individual is currently being delivered. If the following address is a post office box, please furnish the street address as recorded on the boxholder's application form.

Name: JOE SMITH  
Last Known Address:  
C/O ADDRESS LINE 1  
ADDRESS LINE 2  
ADDRESS LINE 3  
ADDRESS LINE 4

I certify that the address information for this individual is required for the performance of this agency's official duties.

SIGNATURE \_\_\_\_\_  
Signature of Agency Official  
TEST ASSISTANT \_\_\_\_\_  
Title \_\_\_\_\_

---

**FOR POST OFFICE ONLY**  
Agency Control No.: 8989898989  
Name: JOE SMITH

( ) MAIL IS DELIVERED AT ADDRESS GIVEN  
( ) NOT KNOWN AT ADDRESS GIVEN  
( ) MOVED, LEFT NO FORWARDING ADDRESS  
( ) NO SUCH ADDRESS  
( ) OTHER (SPECIFY): \_\_\_\_\_

NEW ADDRESS \_\_\_\_\_  
BOXHOLDER'S STREET ADDRESS \_\_\_\_\_  
Postmark/Date Stamp \_\_\_\_\_

Agency Return Address  
DOMESTIC RELATIONS SECTION  
MAILING ADDRESS LINE 1  
MAILING ADDRESS LINE 2  
MAILING ADDRESS LINE 3  
MAILING ADDRESS LINE 4

Service Type M

Form LO-002  
Worker ID 03TST

Printed forms/documents are essential for administering a child support case:

- Filings and Pleadings
- Appearance Notices
- Paternity Establishment
- Support Orders
- Enforcement Orders
- Income Withholding Orders
- Locate Forms



# Forms are a critical component of a Child Support Enforcement System...



In the Court of Common Pleas of PHILADELPHIA County, Pennsylvania  
DOMESTIC RELATIONS SECTION  
DRS MAILING ADDRESS, DRS CITY, PA 17101  
Phone: (555) 111-2222      FEBRUARY 28, 2030      Fax: (555) 111-2222

DEFENDANT NAME  
ADDRESS LINE 1  
ADDRESS LINE 2  
ADDRESS LINE 3  
ADDRESS LINE 4

Plaintiff Name:      PLAINTIFF NAME  
Defendant Name:      DEFENDANT NAME  
Docket Number:      1234567890123  
PACSES Case Number: 123456789  
Other State ID Number: 123456789012345

Please note: All correspondence must include the PACSES Case Number.

**NOTICE OF INTENT TO SUSPEND, NONRENEW, OR DENY DRIVER'S LICENSE  
FOR FAILURE TO PAY SUPPORT**

Dear DEFENDANT NAME

Our records indicate that you owe overdue support in the amount of \$29,994.12 as of FEBRUARY 28, 2030. In accordance with Pennsylvania statute, 23 Pa.C.S. § 4355, an order to suspend, nonrenew, or deny your driver's license and/or commercial driver's license will be issued to the Pennsylvania Department of Transportation thirty (30) days from the date of this notice if you fail to take one of the following actions:

- (1) Pay the amount of the overdue support in full;
- (2) Establish a periodic payment schedule that is approved by the court;
- (3) Provide the court with a source of periodic income that can be attached;  
or
- (4) Successfully contest this notice.

This notice may be contested by appearing in person during the regular business hours at the DOMESTIC RELATIONS SECTION located at

DRS MAILING ADDRESS, DRS CITY, PA 17101

on or before SEPTEMBER 22, 2030. Grounds for contesting this notice are limited to mistakes of fact, i.e., errors in the amount of overdue support owed and/or mistaken identity.

Sincerely,

WORKER UNIT NAME

Service Type M

Form EN-055  
Worker ID 55555

Printed form documents provide key communications to case members and others involved in a child support case:

- Notices of Pending Enforcement Actions
- Payment Coupons
- Inter-governmental Communications
- 3-year Review Notices
- Routine Correspondence
- Non-English language forms/documents

# Forms are a critical component of the Pennsylvania Child Support Enforcement System (PACSES)...



- PACSES generates approximately 50,000 forms per day across 67 county offices

- **10 million+** forms per year
- **500+** form layouts

- PACSES supports three basic form types:

- **Direct Print** – Generate and print immediately with no additional data entry required
- **Filler** – Require additional user data entry before being generated and printed
- **Batch** – Similar to Direct Print but generated and printed during overnight batch processing



# Business Issues



Implemented in 1997, several key business issues evolved with the original PACSES forms solution:

- Filler forms required Personally-Identifiable Information (PII) to be forwarded via unsecure email
- No central repository for generated electronic forms
- Forms were not “user friendly”
- System only designed to produce hard-copy forms

***Bottom line – Existing solution provided the ability to print forms but nothing more...and you had to keep your fingers crossed that there would be no software problems***



# Business Solutions



## Features provided by the new Forms solution:

- A single browser-based repository for filler forms workflow
- A repository of generated forms in .pdf format for reprint
- Formatting standardization – common headers, footers, fonts, etc.
- “Paragraph flowing” eliminates whitespace associated with variable length inserted fields
- Support for Duplex Printing
- Increased data reliability
- Flexibility to establish statewide standard formats that also support significant county-level customization

# Pennsylvania – The First Step of Forms Modernization



How do you fix the key document generation component of PACSES to continue meeting current forms printing requirements while also positioning the Bureau of Child Support Enforcement (BCSE) to take advantage of new technology?

# Overview of the Legacy PACSES Forms Solution

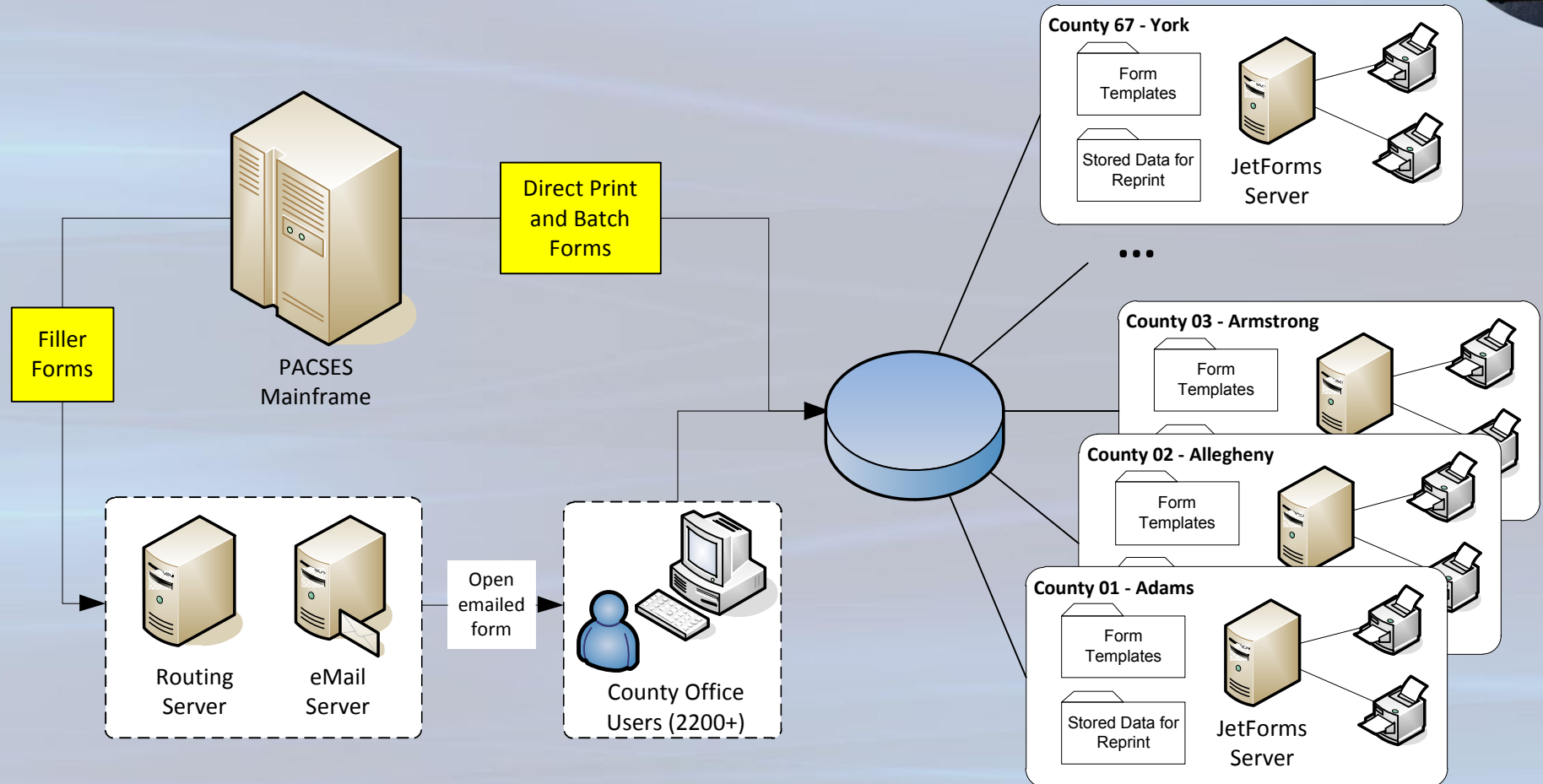


Additional technology issues with the original PACSES forms solution:

- Based on Jetforms software no longer maintained or supported by the vendor
- Separate form templates maintained to support different functional requirements (e.g., confidential, Spanish forms)
- Did not support newer 64-bit operating systems – inhibited performance upgrades to newer server software
- No scalability across counties
- No tools available to diagnose problems or provide audit trail/performance analysis



# Overview of the Legacy PACSES Forms Solution



# Overview of the New PACSES Forms Solution



Implemented in January, 2011, the new PACSES Forms solution overcomes all of these critical issues:

- Built on the newest version of Adobe LiveCycle technology
- Filler Forms delivered via secure LiveCycle Workspace browser application – PII no longer distributed via email
- Form templates consolidated to a single-template per form supporting multiple requirements
  - For example, multi-language, confidential/non-confidential forms
  - 500+ templates consolidated to less than 370 templates
  - Reduced maintenance requirements for form modifications

# Overview of the New PACSES Forms Solution



The new LiveCycle based PACSES Forms solution:

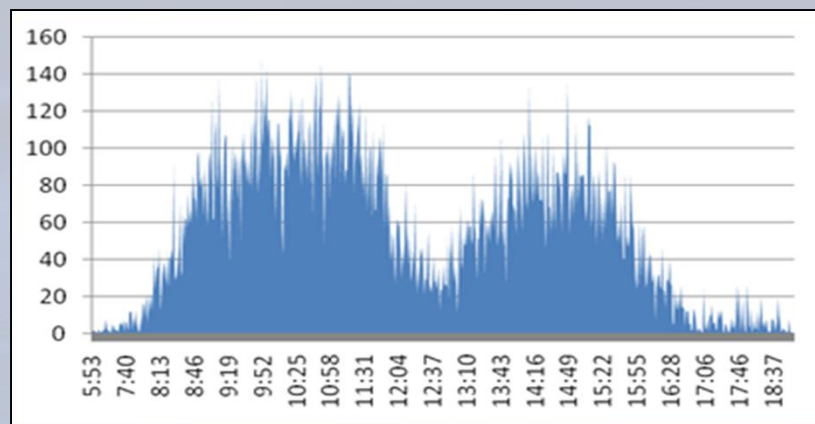
- Implemented on a scalable, centralized 64-bit server architecture supporting all counties
- Provides a central repository for storing generated, “flattened” pdf forms
- Uses an “out-of-the-box” configuration of standard LiveCycle functionality
  - User work queues for filler forms
  - Support for workflow/work distribution
- Can be expanded to support other DPW applications and/or additional processing needs

# Overview of the New PACSES Forms Solution



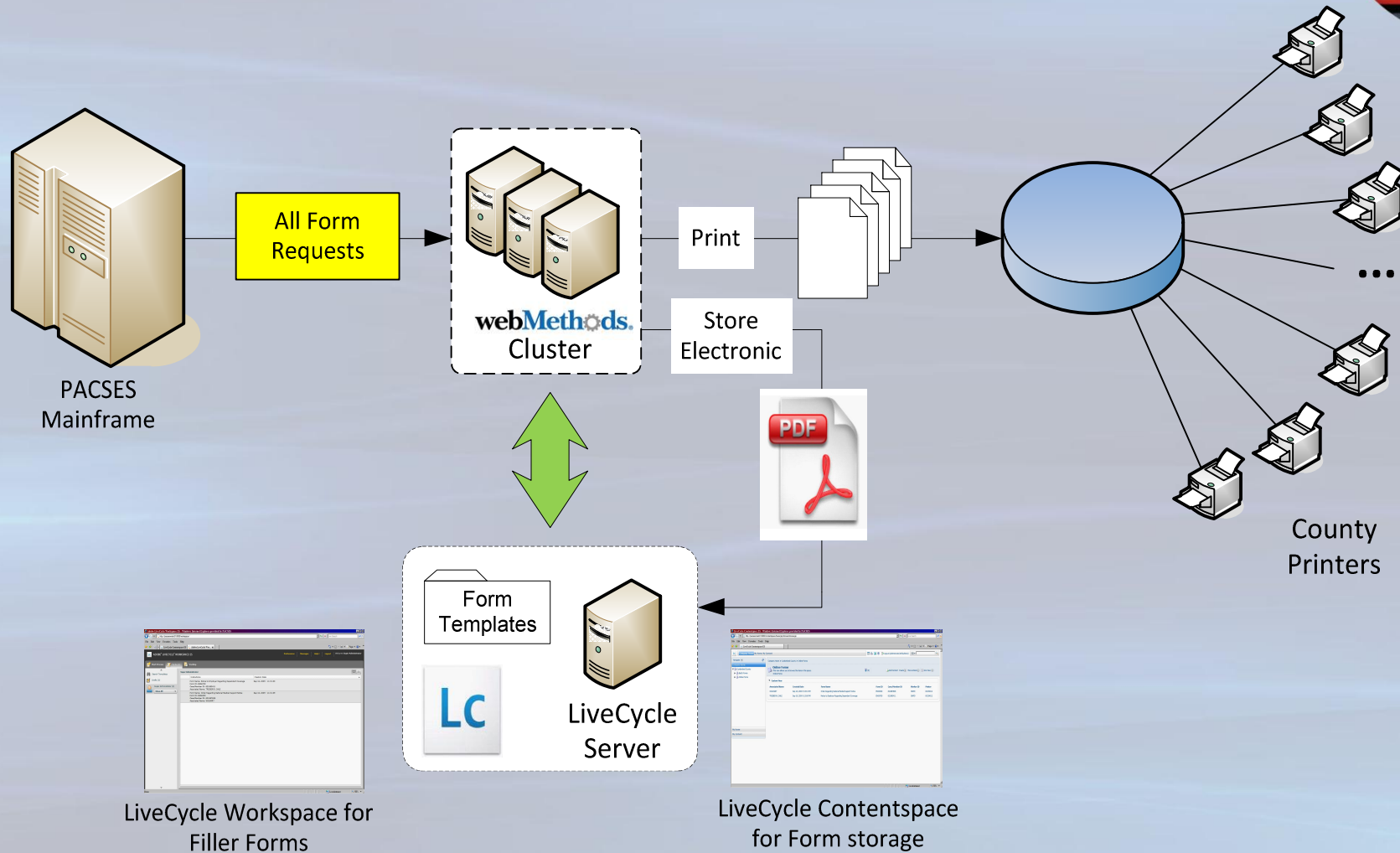
## Performance outcomes:

- Direct Print forms arrive at the printer in **3.0 sec** (avg)
- Filler forms arrive in Workspace user queue in **3.5 sec** (avg)
  - Both measures compare well to the 15 sec requirement
- Highest 1-day forms volume to date: **62,007**
- **9,982,462** forms generated in production in year 1
- Distribution of online forms generated per day





# Overview of the New PACSES Forms Solution



# Overview of the New PACSES Forms Solution – Sample



Adobe LiveCycle Workspace ES2 - Windows Internet Explorer provided by PACSES

http://pwisevalc11.dpw.state.pa.us/workspace/Main.html?login\_result=0&ap=1

File Edit View Favorites Tools Help Snagit

PACSES PHP Adobe LiveCycle Wor...

ADOBE® LIVECYCLE® WORKSPACE ES2 Preferences Messages Help Logout Welcome Damm, Konstantin

Start Process To Do (1) Tracking

Search Templates

Drafts (0)

Damm, Konstantin (1)

Show All

PACSES

Form Name: NOTICE - PROPOSED MODIFICATION TO AN EXISTING SUPPORT ORDER

PACSES

Task Details Form Audit

1 / 2 118% Find

Please fill out the following form. You cannot save data typed into this form. Please print your completed form if you would like a copy for your records.

**Notice of Proposed Modification**

Plaintiff Name: DAN  
Defendant Name: RAY  
Docket Number: 5100  
PACSES Case Number: 7888  
Other State ID Number:

The Court intends to modify your support order no less than sixty (60) days after the date of this notice. The modification will be effective  . This determination was made because your case meets criteria for modification under Pa. R.C.P. 1910.19(f) as indicated below:

- the defendant is unable to pay, has no known income or assets and there is no reasonable prospect that the defendant will be able to pay in the foreseeable future. The defendant's financial obligation is assessed at zero. Arrears are remitted without prejudice because the defendant has no income, assets or ability to pay.
- the defendant's income has decreased and the support order is being reduced. The

Save Delete From Queue Keep in Queue Print Single-Sided Print Duplex

Done Local intranet 100%

- Forms open in Adobe Reader
- User-enterable fields displayed with blue background
- Required fields outlined in red

# Overview of the New PACSES Forms Solution – Challenges



Implementation of the new solution had its share of challenges:

- Integration of new software into a legacy technology architecture
- Existing network infrastructure vs. new capacity requirements
- Adjustments for unexpected usage patterns
- Training for a widely dispersed set of county users



# Positioning PACSES for the Future



In addition to resolving the immediate critical issues, the new PACSES Forms solution can support significant future functionality for BCSE and DPW:

- **Electronic Form Delivery** – Providing electronic links to generated forms rather than mailing paper
- **Case Workflow** – Servicing tasks using an electronic case file that can be passed between county workers and between the county and judicial staff
- **Online Form Entry** – Providing electronic forms that can be filled out via the browser
  - For example, an Online Intake form to provide case information prior to the first establishment meeting



# Positioning PACSES for the Future



## Additional examples:

- **Statewide Barcoding** – Apply a standard barcode format for central storage and indexing of returned paper forms
- **Electronic Signature and Document Security** – Providing electronic signatures for judges on support orders; securing confidential electronic forms to be read only by the addressee
- **Central Printing** – Printing, preparing and sorting outgoing mail centrally to allow for maximum postal discounts

# Positioning PACSES for the Future

## Example of Potential Cost Savings for Electronic Delivery



For each 1% of forms “converted” from paper to electronic delivery estimated **annual** savings would be:

- **130,000** forms not mailed
- **286,000** sheets of paper (57.2 cases) not used
- **\$50,000** in postage cost saved
- **\$68,000** in total cost savings
- **37 trees\*** would be saved

Current % of PACSES Case Members with Email Addresses: **13.9%**

\* Reference Environmental Defense Fund ([www.edf.org/papercalculator](http://www.edf.org/papercalculator))

# Problem Solved for Pennsylvania DPW



Replaced the key legacy forms generation component of PACSES with a new solution based on 2010s technology that resolved all critical issues while also positioning DPW and BCSE to utilize new functionality providing additional levels of efficiency and productivity

# Florida – The Next Step of Forms Automation



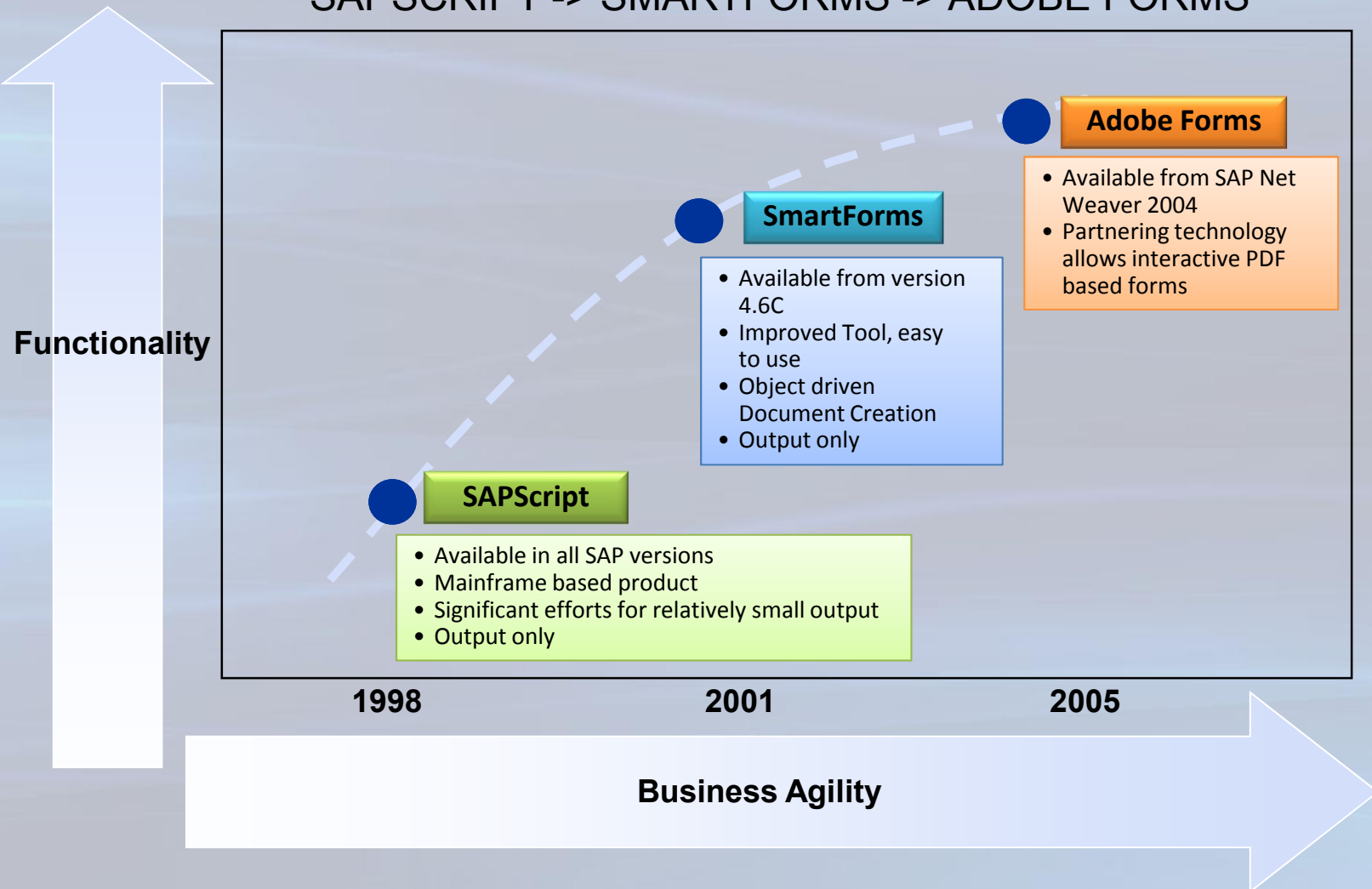
Florida Department of Revenue (DOR) Child Support Enforcement Automated Management System (CAMS) takes advantage of the increased capabilities provided by a new document generation solution.



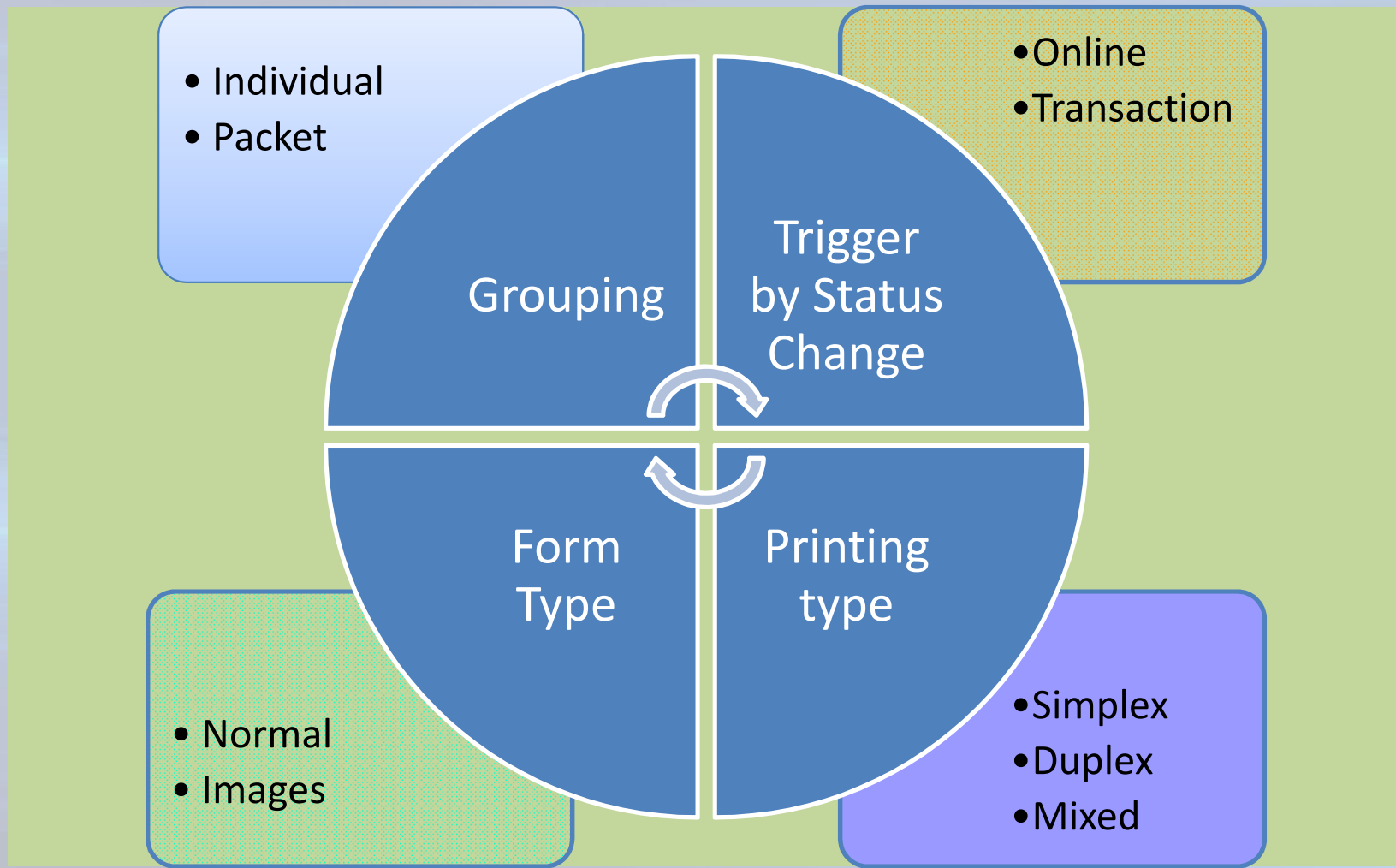
# Evolution of SAP Forms Solution



SAPSCRIPT -> SMARTFORMS -> ADOBE FORMS



# SAP Forms used in CAMS



# Benefits of Forms in CAMS



## Trigger by Status Change

- Forms generated due to change in Activity, Case or Service Contract.
- Triggers are easy to configure

## Printing Type

- Supports Single-Sided, Double-Sided and Mixed printing
- Duplex and Mixed printing represents significant savings on printers and printer paper

## Form Type

- Forms which are generated in SAP from the ADS Server
- Correspondence are attached and linked to case as an image for easy reference by case worker

## Grouping

- Two or more forms to the same customer are grouped together
- Saves money on postage and printed materials

# Methods of Form Printing and Mailing



## Local Printing

- Forms can be printed locally using the image attached to the PDF or a normal document.
- Useful for Attorneys
- Printed forms are tracked for history purposes

## Central or Batch Printing

- Used for mass printing of the forms
- Forms are printed in the specific order required

## Regular Mail

- Most of the forms mailed using regular or bulk USPS mail
- Batching is performed at General Tax Administration using automated machines for the entire process



# Form Access Via CAMS

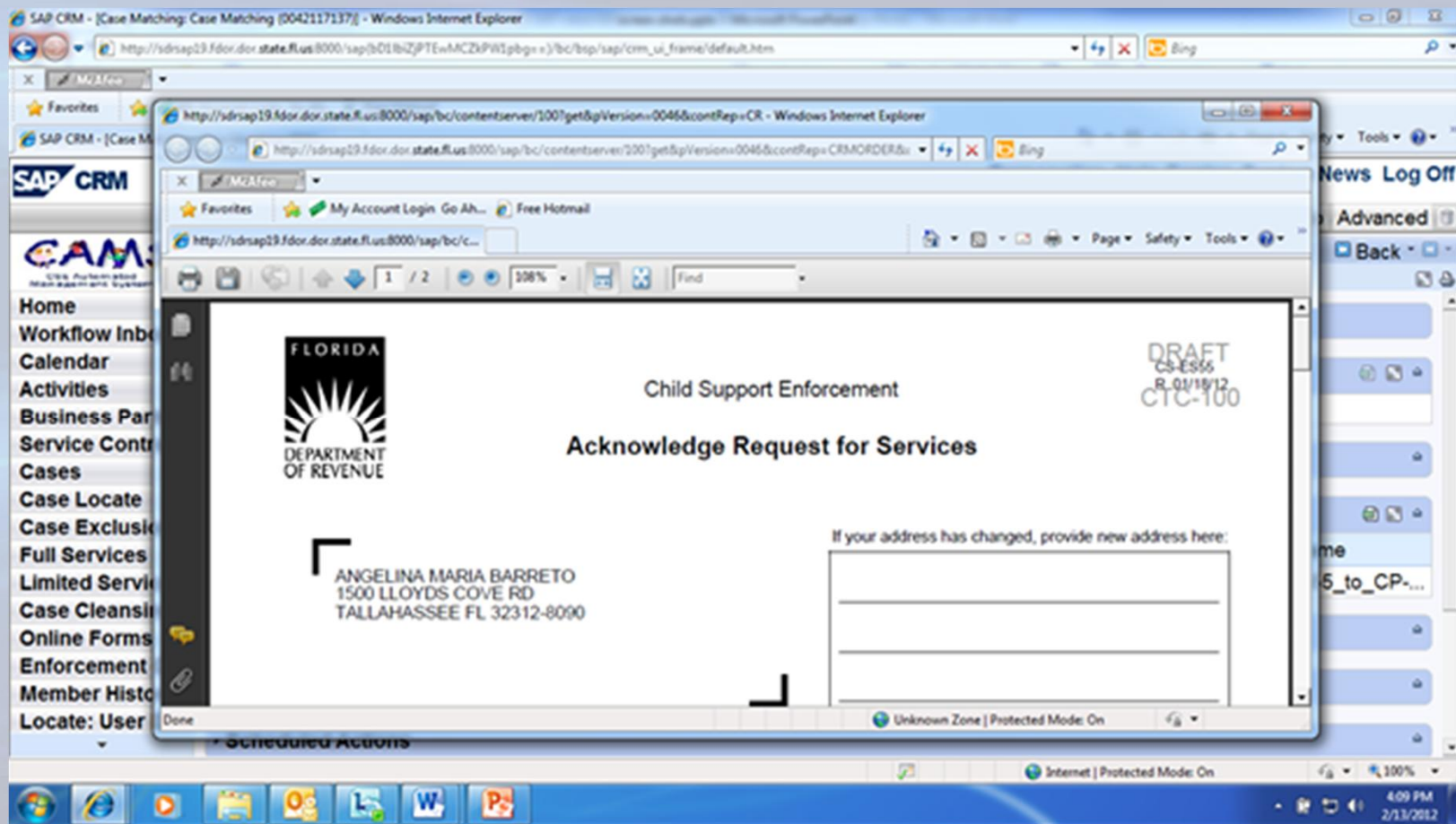
Displays the history that the form was generated. User points and clicks on the Name and an image of the actual form generated will display.

The screenshot displays the SAP CRM CAMS (Case Matching) interface. The left sidebar contains navigation links: Home, Workflow Inbox, Calendar, Activities, Business Partn..., Service Contra..., Cases, Case Locate, Case Exclusion, Full Services, Limited Services, Case Cleansing, Online Forms, Enforcement O..., Member History, and Locate: User De... The main content area is titled 'Case Matching: Case Matching (0042117137)' and includes buttons for Back, Save, Cancel, and New. Below this, there are sections for Activity Details, Notes (with a 'New' button and 'No result found' message), Partners, and Attachments. The Attachments section is expanded, showing a table with columns: Actions, Name, Description, Type, Created By, Created On, and File Name. A single entry is visible: 'CSES55\_to\_CP-2...' (Name), 'Outbound' (Description), 'PDF File (Adobe A...' (Type), 'WF-BATCH' (Created By), '02/06/2012 12:25' (Created On), and 'CSES55\_to\_CP-...' (File Name). Below the table are sections for Dates, Transaction History, and Scheduled Actions. Five blue callout boxes with white text provide additional context: 'Name of Form Generated' points to the 'Name' column header; 'Shows who created the form either batch or user ID will display' points to the 'Created By' column header; 'Form is Outbound or Inbound' points to the 'Description' column header; 'Date and time of Creation' points to the 'Created On' column header; and another box points to the specific form name 'CSES55\_to\_CP-2...'.

| Actions | Name              | Description | Type                 | Created By | Created On       | File Name        |
|---------|-------------------|-------------|----------------------|------------|------------------|------------------|
|         | CSES55_to_CP-2... | Outbound    | PDF File (Adobe A... | WF-BATCH   | 02/06/2012 12:25 | CSES55_to_CP-... |

# Form Access Via CAMS

Caseworker can view the actual form that was sent out and can reprint as needed. Scroll-bar allows caseworker to scroll down to view entire form.



SAP CRM - [Case Matching: Case Matching [0042117137]] - Windows Internet Explorer

http://sdrsap19.fdor.dor.state.fl.us:8000/sap/bc/contentserver/100?get&gVersion=0046&contRep=CR - Windows Internet Explorer

http://sdrsap19.fdor.dor.state.fl.us:8000/sap/bc/contentserver/100?get&gVersion=0046&contRep=CRMORDER&...

SAP CRM - [Case M...

CAMS

Home  
Workflow Inb...  
Calendar  
Activities  
Business Par...  
Service Contr...  
Cases  
Case Locate...  
Case Exclusi...  
Full Services...  
Limited Servi...  
Case Cleansi...  
Online Forms...  
Enforcement...  
Member Histo...  
Locate: User...

FLORIDA  
DEPARTMENT  
OF REVENUE

Child Support Enforcement

**Acknowledge Request for Services**

DRAFT  
CS-ESS6  
R\_01/18/12  
CTC-100

If your address has changed, provide new address here:

ANGELINA MARIA BARRETO  
1500 LLOYDS COVE RD  
TALLAHASSEE FL 32312-8090

Done

Scheduled Actions

Internet | Protected Mode: On

4:09 PM  
2/13/2012



# Example of Complex Form



Child Support Enforcement

DRAFT  
CS-3000  
R 09/01/09  
CDC-300

## Request for Support Order Review



ARY CS-NETP  
456 W CHERRY ST  
FAIRVIEW OK 73737

If your address has changed, provide new address here:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

August 09, 2010

CSE Case Number: 83962

Activity Number: 370697

Parent ordered to receive support: WILLIAM P TURNER

Parent ordered to pay support: ARY CS-NETP

You may ask us to review your support order to see if the ongoing amount or health insurance terms should be changed. If the review shows the order should be changed, we will take legal action to change the order based on the results of the review.

### You can ask for a review

- If it has been three years or longer since the order started or changed.
- If there has been a permanent, major change in your income or the needs of the child(ren).

### Here's what we will do if you or the other parent asks us to review the support order

- Ask both parents to give us current income information.
- Use current information to see what would be ordered under the State's child support guidelines based on the current situation of both parents.
- Decide if either parent should be ordered to get health insurance for the child(ren).
- Finish the review and take action to change the order, if needed, as long as the case is open.
- If Florida does not have jurisdiction to change the order, we will send the request to the state that has jurisdiction.

### If we review the order and take legal action to change it

- The amount due under the order and/or the health insurance terms of the order could be changed. If the order is changed, we will enforce the terms of the new order.
- We will take action to change the order if the review shows the order amount should go up or down, either way. But we will not try to change the order if nothing has changed, or if there would be a very small change in the order. You will get notice of any legal action we take.
- Any future change in the amount due does not affect unpaid support that is now owed. Any unpaid support now owed will still be owed.

### If you want us to review your support order

- Fill in all the information on the other side of this form
  - Sign and date
- Take this form to a Child Support office near you or mail it to:

Florida Department of Revenue  
Child Support Enforcement Program  
5050 West Tennessee Street, Building L  
Tallahassee FL 32399-0195

Page 1 of 2

T



0001300002140110221100059656

DRAFT  
CS-3000  
R 09/01/09  
CDC-300

### Please review my support order with because:

(Check all that apply)

- ☐ My income has changed. My income is now \$ \_\_\_\_\_ each \_\_\_\_\_.
- ☐ The other parent's income has changed. It is now \$ \_\_\_\_\_ each \_\_\_\_\_.
- ☐ No health insurance was ordered.
- ☐ The needs of the child have changed because \_\_\_\_\_
- ☐ Other \_\_\_\_\_

If you ask us to review the order and it has been less than three years since the order started or the order was changed, you must show us records or have other information to prove that your situation or the other parent's situation has changed. Examples include pay stubs, statements from child care providers, medical bills, or information about a new employer.

Once we get a completed request form and supporting records, we will need at least 60 days to complete our review.

- ☐ The child(ren) lives with you ☒ The child(ren) lives with the other parent

CSE Case Number: 83962 Last four digits of your Social Security Number: \_\_\_\_\_ (if known)

Print your full name \_\_\_\_\_ Address \_\_\_\_\_

Signature \_\_\_\_\_ City, State, Zip \_\_\_\_\_

Date \_\_\_\_\_ Phone number \_\_\_\_\_

Legal Authority: The state's child support guidelines are at section 61.30, Florida Statutes.

To contact us call : 1-800-622-KIDS (5437). Or go to [www.myflorida.com/dor/childsupport](http://www.myflorida.com/dor/childsupport).

Page 2 of 2

T



0001300002149910221100059653

# Child Support Advanced Requirements



## Bar Code

- Tracks Incoming and Outgoing forms
- Contains unique number to identify form along with version number, client category and other key data

## Mark Sense

- Scan and track incoming data on a form
- Selection of a check box
- Used to fill specific data for efficient business decisions

## Inbound

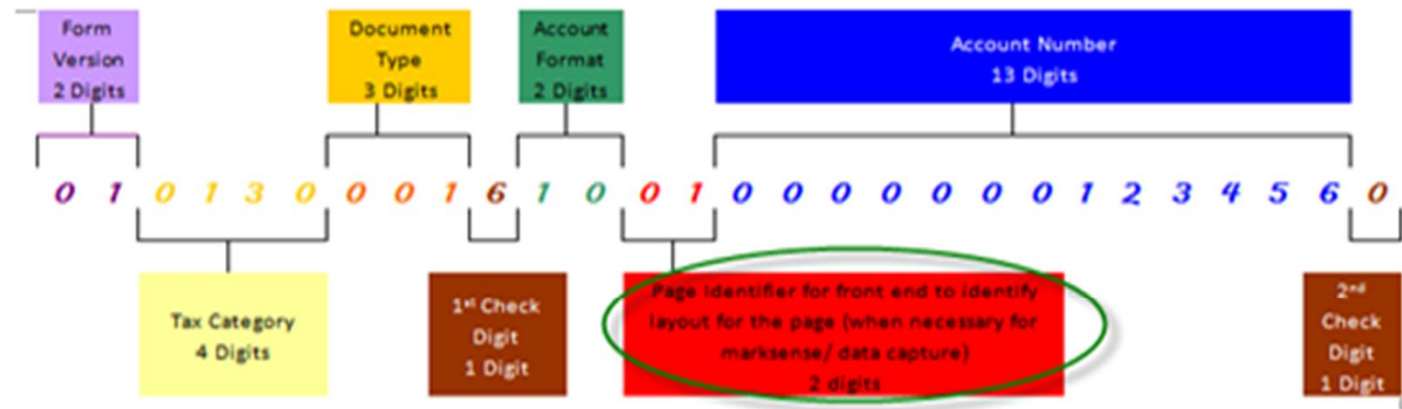
- Processing of Mark Sense forms changed by the member
- Filled in data is scanned and presented to the case worker for evaluation

## Insertion Marks

- Horizontal line(s) to define start and end of a form
- Used by machine for folding forms and stuffing envelopes



# Bar Code – Example



0101304023149910274100249375



# Mark Sense – Example



Child Support Enforcement

DRAFT  
CS-P0200  
R 09/01/09  
CDC-300

## Request for Support Order Review

Address  
change Block

ARY CS-NETP  
498 W CHERRY ST  
FAIRVIEW OK 73737

August 09, 2010

CSE Case Number: 83962

Activity Number: 370697

Parent ordered to receive support: WILLIAM P TURNER

Parent ordered to pay support: ARY CS-NETP

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### You can ask for a review

- If it has been three years or longer since the order started or changed.
- If there has been a permanent major change in your income or the needs of the child(ren).

### Here's what we will do if you or the other parent asks us to review the support order

- Ask both parents to give us current income information.
- Use current information to see what would be ordered under the State's child support guidelines based on the current situation of both parents.
- Decide if either parent should be ordered to get health insurance for the child(ren).
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- If Florida does not have jurisdiction to change the order, we will send the request to the state that has jurisdiction.

### If we review the order and take legal action to change it

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- We will take action to change the order if the review shows the order amount should go up or down, either way. But we will not try to change the order if nothing has changed, or if there would be a very small change in the order. You will get notice of any legal action we take.
- Any future change in the amount due does not affect unpaid support that is now owed. Any unpaid support now owed will still be owed.

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- Sign and date
- Take this form to a Child Support office near you or mail it to:

Florida Department of Revenue  
Child Support Enforcement Program  
5050 West Tennessee Street, Building L  
Tallahassee FL 32399-0195

Page 1 of 2



0001300002140110221100059653

Please review my support order with because:  
(Check all that apply)

- ☐ My income has changed. My income is now \$\_\_\_\_\_ each \_\_\_\_\_.
- ☐ The other parent's income has changed. It is now \$\_\_\_\_\_ each \_\_\_\_\_.
- ☐ My health insurance was ordered.
- ☐ The needs of the child have changed because \_\_\_\_\_
- ☐ Other \_\_\_\_\_

If you ask us to review the order and it has been less than three years since the order started or the order was changed, you must show us records or have other information to prove that your situation or the other parent's situation has changed. Examples include pay stubs, statements from child care providers, medical bills, or information about a new employer.

Once we get a completed request form and supporting records, we will need at least 60 days to complete our review.

- ☐ The child(ren) lives with you ☒ The child(ren) lives with the other parent

CSE Case Number: 83962

Print your full name \_\_\_\_\_ Social Security Number: \_\_\_\_\_  
(If known)

Address \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Legal Authority: The state's child support guidelines are at section 61.30, Florida Statutes.

To contact us call :1-800-622-KIDS (5437). Or go to [www.myflorida.com/dor/childsupport](http://www.myflorida.com/dor/childsupport).

Page 2 of 2



0001300002149910221100059653

# Inbound Forms – Example



**FLORIDA**  
DEPARTMENT OF REVENUE

10 10 051792 3

HEART ASSOCIATES PA  
200 E 33RD ST STE 523  
BALTIMORE MD 21218-3380

Child Support Enforcement  
**Status of Employer Deductions**

CS-EF20  
R. 03/08

*Test data*

If address has changed, provide new address here:

Date: May 11, 2010  
CSE Case Number: 5000980158  
Name: PAULLER ONEWAY  
Social Security Number: 215-04-0530

**selected check boxes**

☒ For deductions for payment of support, see section A.  
☐ For deductions for health care coverage, see section B.

**Section A - Financial Obligations**

We have previously sent you an income deduction notice for the person named above.

☒ Send payments to: Florida State Disbursement Unit, P.O. Box 8500, Tallahassee, FL 32314-8500. Make a check or money order payable to FLSDU. Please include the depository number 050000170NS04.

☐ The date each deduction is made must be written on the check or money order. The deduction date is not on your payment remittance. If you do not provide this information in the future, we may take legal action.

☒ No payments are being received or only partial payments are being received. Please check the reason below and return this form to the address given at the end of this notice.

☐ The person does not work for our company  
☐ Consumer Credit Protection Act prohibits full withholding  
☐ Person is currently on leave without pay  
☒ Person has not been paid since receiving income deduction notice  
☐ The person works for our company but the income deduction notice was mailed to the wrong address. The correct address is:

T

CS-EF20  
R. 03/08

**Name**

☒ Dependent(s) has been enrolled as follows:

Child Mickey Mouse Date of Birth \_\_\_\_\_  
Insurance Company Name \_\_\_\_\_  
Claims Address \_\_\_\_\_  
Policy No. \_\_\_\_\_ Group No. \_\_\_\_\_ Effective Date \_\_\_\_\_  
Child \_\_\_\_\_ Date of Birth \_\_\_\_\_  
Insurance Company Name \_\_\_\_\_  
Claims Address \_\_\_\_\_  
Policy No. \_\_\_\_\_ Group No. \_\_\_\_\_ Effective Date \_\_\_\_\_

If additional children are covered, please provide on separate sheet.

Complete this form and return it to:

Florida Department of Revenue  
Child Support Enforcement Program  
5050 West Tennessee Street  
Building L  
Tallahassee, FL 32399-0195

If the person has more than one Income Deduction Order or National Medical Support Notice, priority must be given to the current support obligations. If the total monthly support obligation to all families is greater than the amount of income available for deduction, the amount of the deduction must be prorated. If you have questions about this notice or how to determine the correct withholding amounts, please contact us.

To contact us:

- Call 1-800-822-KIDS (5437)
- Call 1-305-530-2600 if your case is handled in Miami-Dade County
- Call 1-941-741-4039 if your case is handled in Manatee County

Signature \_\_\_\_\_ Your Name (Print) \_\_\_\_\_  
Business Name \_\_\_\_\_ Business Address \_\_\_\_\_

T

99 007 000003 0010000352947



# Insertor Marks – Example





**FLORIDA**  
DEPARTMENT  
OF REVENUE

Child Support Enforcement

**Request for Support Order Review**

**DRAFT**  
CS-PO200  
R 09/01/09  
CDC-300

**ARY CS-NETP**  
498 W CHERRY ST  
FAIRVIEW OK 73737

If your address has changed, provide new address here:

August 09, 2010  
CSE Case Number: 83962  
Activity Number: 370697  
Parent ordered to receive support: WILLIAM P TURNER  
Parent ordered to pay support: ARY CS-NETP

You may ask us to review your support order to see if the ongoing amount or health insurance terms should be changed. If the review shows the order should be changed, we will take legal action to change the order based on the results of the review.

**You can ask for a review**

- If it has been three years or longer since the order started or changed.
- If there has been a permanent major change in your income or the needs of the child(ren).

**Here's what we will do if you or the other parent asks us to review the support order**

- Ask both parents to give us current income information.
- Use current information to see what would be ordered under the State's child support guidelines based on the current situation of both parents.
- Decide if either parent should be ordered to get health insurance for the child(ren).
- Finish the review and take action to change the order, if needed, as long as the case is open.
- If Florida does not have jurisdiction to change the order, we will send the request to the state that has jurisdiction.

**If we review the order and take legal action to change it**

- The amount due under the order and/or the health insurance terms of the order could be changed. If the order is changed, we will enforce the terms of the new order.
- We will take action to change the order if the review shows the order amount should go up or down, either way. But we will not try to change the order if nothing has changed, or if there would be a very small change in the order. You will get notice of any legal action we take.
- Any future change in the amount due does not affect unpaid support that is now owed. Any unpaid support now owed will still be owed.

**One horizontal line for start of form**

Signature of parent or legal authority on other side of this form  
Take this form to a Child Support Office near you or mail it to:

Florida Department of Revenue  
Child Support Enforcement Program  
5050 West Tennessee Street, Building L  
Tallahassee FL 32399-0195

Page 1 of 2



0001300002140110221100059653

**T**

**DRAFT**  
CS-PO200  
R 09/01/09  
CDC-300

**Please review my support order with because:**  
(Check all that apply)

☐ My income has changed. My income is now \$\_\_\_\_\_ each \_\_\_\_\_.

☐ The other parent's income has changed. It is now \$\_\_\_\_\_ each \_\_\_\_\_.

☐ No health insurance was ordered.

☐ The needs of the child have changed because \_\_\_\_\_

☐ Other \_\_\_\_\_

If you ask us to review the order and it has been less than three years since the order started or the order was changed, you must show us records or have other information to prove that your situation or the other parent's situation has changed. Examples include pay stubs, statements from child care providers, medical bills, or information about a new employer.

Once we get a completed request form and supporting records, we will need at least 60 days to complete our review.

☐ The child(ren) lives with you

☒ The child(ren) lives with the other parent

CSE Case Number: 83962      Last four digits of your Social Security Number: \_\_\_\_\_ (If known)

Print your full name \_\_\_\_\_ Address \_\_\_\_\_

Signature \_\_\_\_\_ City, State, Zip \_\_\_\_\_

Phone number \_\_\_\_\_

Legal Authority: \_\_\_\_\_ states child support guidelines are at section 61.30, Florida Statutes.  
-800-622-KIDS (5423) Or go to [www.myflorida.com/dor/childsupport](http://www.myflorida.com/dor/childsupport).

**Two horizontal lines for end of form**

==

**T**

Page 2 of 2



0001300002149910221100059653

# Advantages of Inserter Marks

- Scanner reads the Inserter Marks on the form
- When it reads the two horizontal lines on last physical page it passes those pages to the folding machine
- Folding machine does the bi-fold or tri-fold of the forms and puts them into an envelope
- Requires no manual intervention during form packaging



# Florida CAMS Business Advantages



Summary of the advantages provided by the new automated document solution for Florida CAMS:

- ROI – Florida DOR saves approximately \$12 Million/Year
- Automated form packaging using Inserter Marks and Mark Sense reduces manual labor efforts and costs
- Stakeholders have visibility of the end-to-end correspondence footprint
- Consistent and familiar look and feel of forms due to Adobe integration
- Postage savings due to use of bulk rates



# The Next Phase of Case Member Engagement – Improving Outreach



Technology continues to provide government agencies with new ideas and new techniques for improving communication and optimizing outreach to citizens – ideas that can be used for Child Support Enforcement.

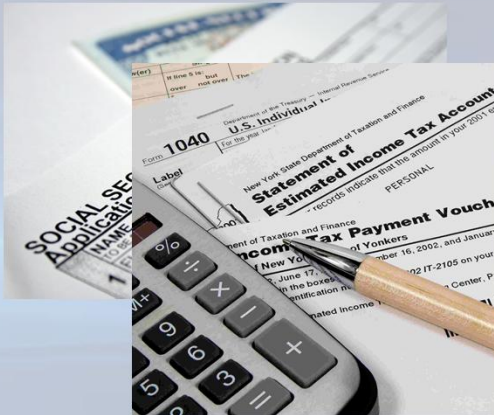
# Where We Are – Government Challenges

## *Current Environment*



- Paper-based processes from initial benefits applications to customer eligibility re-certifications to client notices.
- Costly pre-printed forms
- Inflexible document templates
- Costly printing from legacy system infrastructure
- Inefficient spend on US postal service
- Risks to customer data confidentiality
- 508 Compliance issues with paper documents

# Multi-Screen Democracy – Personalized Efficiency

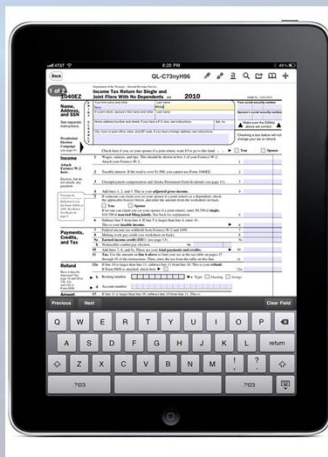


**PARKING VIOLATION NOTICE** RECORD

STATE OF TENNESSEE - DAVIDSON COUNTY  
METROPOLITAN GENERAL SESSIONS COURT

2378402

|                                                              |     |                     |       |                                                            |
|--------------------------------------------------------------|-----|---------------------|-------|------------------------------------------------------------|
| MONTH                                                        | DAY | YEAR                | TIME  | <input type="checkbox"/> AM<br><input type="checkbox"/> PM |
| VEHICLE LICENSE NUMBER                                       |     | STATE               | YEAR  |                                                            |
| VEHICLE MAKE                                                 |     | BODY TYPE           | COLOR | YEAR                                                       |
| METER NUMBER OR LOCATION (15 POSITIONS MAX)                  |     |                     |       |                                                            |
| <input type="checkbox"/> AT<br><input type="checkbox"/> NEAR |     |                     |       |                                                            |
| EMPLOYEE NUMBER                                              |     | OFFICER'S SIGNATURE |       |                                                            |
| FINE IF PAID<br>BY COMPLIANCE DATE                           |     | VIOLATION TYPE      |       | FINE IF NOT<br>COMPLIANT OFFER<br>DATE                     |
| METER TIME EXPIRED                                           |     |                     |       |                                                            |





## 25 Years of Strong Partnership

# Adobe

# &

Digital  
Government

User Experience

Multi-Screen

Cloud-Ready

- Citizen Engagement

- Business Process Efficiency

Cross Platform

Community

- Analytics for Effectiveness

Open / Modular  
Architecture

- Content-Level Security

Content Security



# the basics

... of Securing a  
Multi-Channel  
Experience



*Engagement*



# Engagement Across Multiple Channels



## Web

Mobile Web

Campaign Sites

Kiosk Sites

Email Marketing



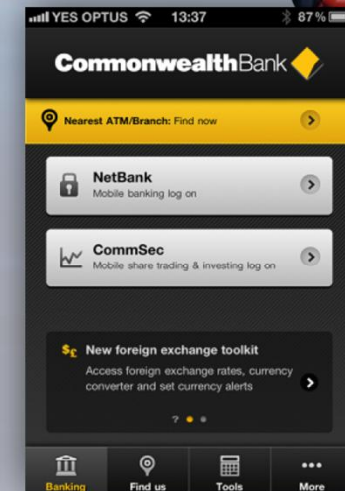
## Social Media Sites

Facebook

Twitter

LinkedIn

Google+



## Mobile Apps

Mobile Sync

iOS / Android / RIM  
/ Windows / others





# MY HEALTHERVET PERSONAL HEALTH INFORMATION

\*\*\*\*\*CONFIDENTIAL\*\*\*\*\*

Produced by the Blue Button (v1.0)

08/23/2010 09:31

Name: Smith, Mark A.

Date of Birth: 03/01/1948

Source:

Authenti  
Authenti  
Authenti  
Authenti

VA Tr

AUSTI

DAYT2

Source:

First Na

Middle I

Last Nam

Suffix:

Alias: MHVET

Relationship to VA: Patient

Gender: Male Blood Type: AB+

Organ Donor: Yes

Personal Health Record  
Mark A. Smith

Last updated by Mark A. Smith - September 13, 2010 10:10 AM

**Vitals and Readings**

| Measurement      | Value    | Time             |
|------------------|----------|------------------|
| Blood Pressure   | 132 / 76 | 08/22/2010 17:30 |
| Blood Sugar      | 166      | 08/22/2010 17:30 |
| Cholesterol      | 142      | 08/22/2010 17:30 |
| Heart Rate       | 90       | 08/22/2010 17:30 |
| Body Temperature | 98.5 F   | 08/22/2010 17:30 |
| Body Height      | 6' 1"    | 08/22/2010 17:30 |
| Body Weight      | 242 lbs  | 08/22/2010 17:30 |
| Body Fat         | 35%      | 08/22/2010 17:30 |
| Pain             | 7        | 08/22/2010 17:30 |

**Current Medications**

| Medication    | Dosage | Frequency   |
|---------------|--------|-------------|
| Aspirin EC    | 81mg   | Once daily  |
| Metformin HCL | 500mg  | Twice daily |
| Sildenafil    | 50mg   | Once daily  |

blue button  
HEALTH ASSISTANT

Welcome Mark A. Smith [LOG OFF](#)

**OVERVIEW** HEALTH HISTORY MEDICATIONS AND SUPPLEMENTS LABS & TESTS

**VITALS AND READINGS** Overall: **FAIR**

| Measurement      | Value  | Time             |
|------------------|--------|------------------|
| BLOOD PRESSURE   | 132/76 | 08/22/2010 17:30 |
| HEART RATE       | 90     | 08/22/2010 17:30 |
| BODY WEIGHT      | 242    | 08/22/2010 17:30 |
| BODY TEMPERATURE | 98.5   | 08/22/2010 17:30 |
| BLOOD SUGAR      | 166    | 08/22/2010 17:30 |
| CHOLESTEROL      | 142    | 08/22/2010 17:30 |

**TRACKING YOUR PAIN LEVELS**  
Back pain starting 01/01/2010

Showing: **Back pain**

☒ My data  
☐ Others in my age group

PAIN LEVEL

DAY OF WEEK (08/16/2010)

MY MESSAGES

New 2 Past messages 8

Date: 08/23/2010  
From: Dr. Jones  
File: prescription.pdf  
Note: Thanks for coming in today, attached is your prescription.

Date: 08/23/2010  
From: Veteran Affairs  
File: None  
Note: Flu season is coming up, get your vaccine asap. Also, we recommend getting your pneumonia shot since it's due.

ADOBE CERTIFIED PDF & ADOBE AIR SOLUTION



## Secure. Portable. Interactive.

CROSS-PLATFORM, CROSS-BROWSER, CROSS-DEVICE

# Engagement Customers



## Automotive



DAIMLER



## Media & Entertainment



Newsweek

Daily Mail

Time Inc.

nielsen



## Life Sciences



Allscripts



Boehringer Ingelheim

NU SKIN

SIGMA-ALDRICH

hirslanden



Health Net

## Financial Services

Allianz

Investec

UBS

ZURICH

RBS  
The Royal Bank of Scotland



THE WORLD BANK  
Working for a World Free of Poverty

## Consumer Goods

John Lewis

WILLIAMS SONOMA

Prénatal

BRAUN



Kodak

NOKIA  
Connecting People

## Public Sector & Education







*Efficiency*

## The Good Ol' Days?



# Forms Efficiency Spectrum



## Paper Form

Print & Fill

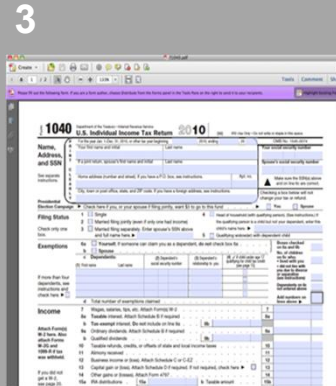
- Print & Read



## Basic eForm

Fill & Print

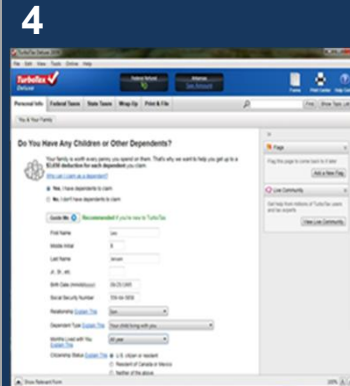
- Text Fields
- Validations



## Dynamic / Interactive Form

Fill, Sign, Submit, Store, Process

- Pre-populate
- 2D bar codes
- Digital Signatures
- Rights Management



## Guided Form

Citizen Engagement

- Pre-populate
- Document Routing
- Intuitive interface



## Personalized Portal

Case Management

- Account History
- Archived Statement Library
- Interactive Communications

Intelligence ROI



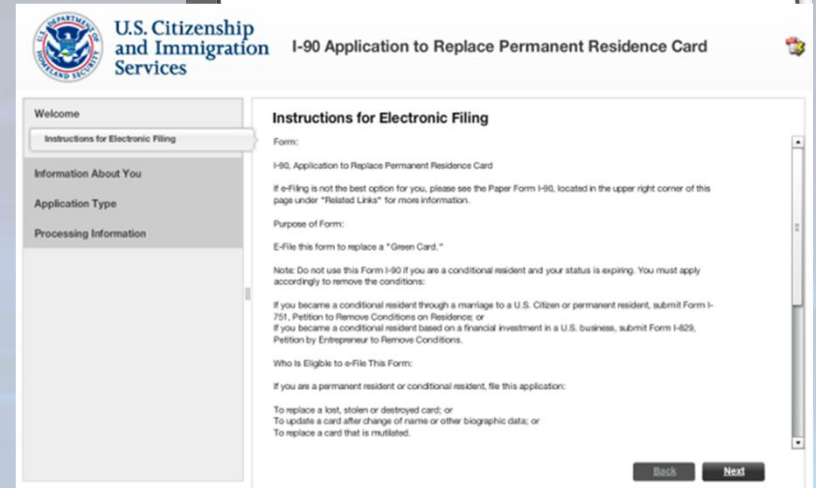
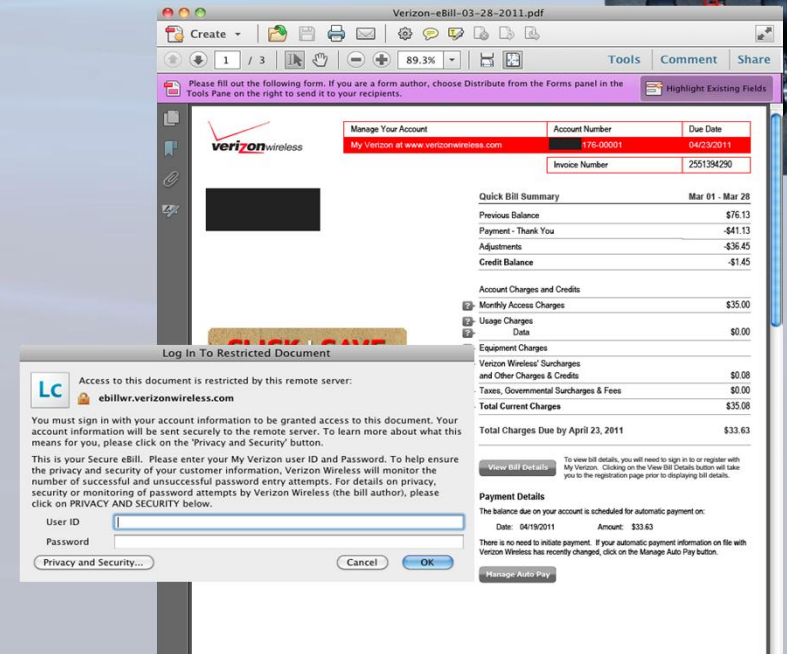
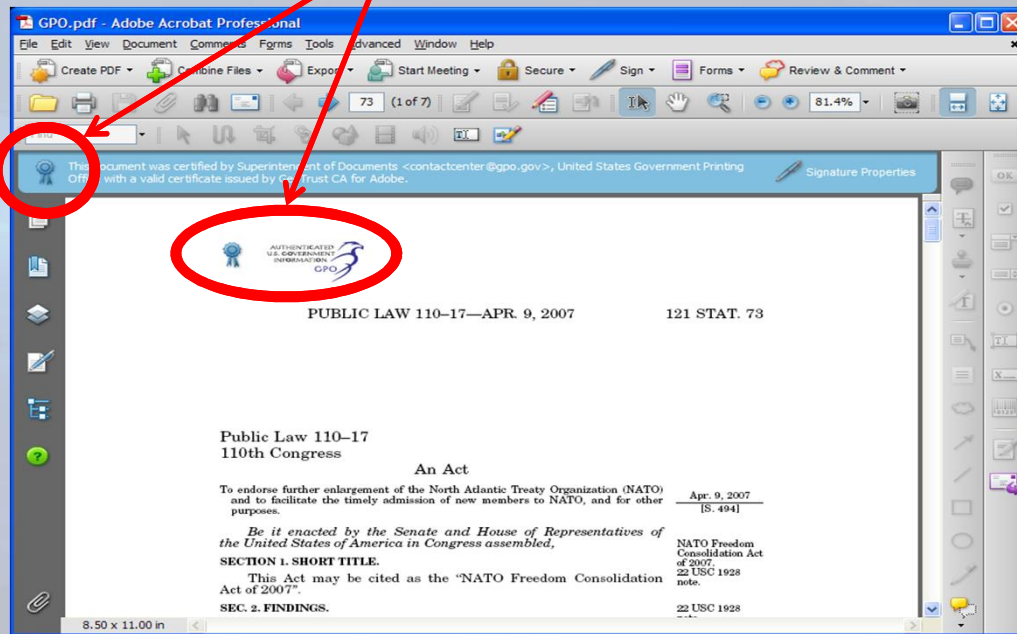
# LiveCycle Document Security

## ■ Rights Management

- Prevent Documents from Leaking
- Destroy or Modify documents after released
- Restrict document features



Certified Document



# Strong Government Partnership for 20 Years



**FEDERAL**

**STATE &  
LOCAL**



*Effectiveness*



# Measuring **Effectiveness**



Helps you gain insight by  
listening to what is happening  
and adapting in real time.

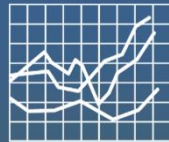
# Measuring Effectiveness



## ANALYTICS & REPORTING



Platform  
Transformation



Dashboarding /  
Visualization



Mobile



Big Data



Customer Analytics



Social Analytics



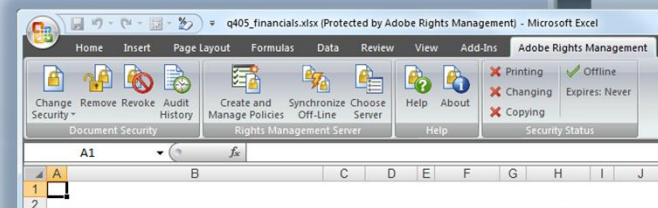
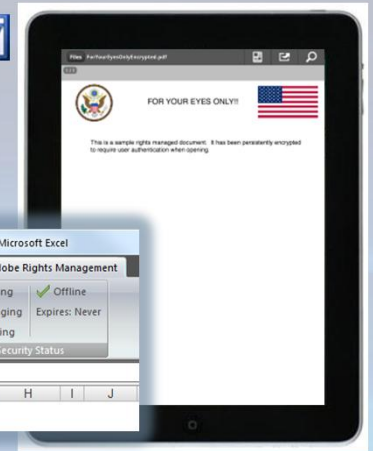
Video



Predictive Analytics

also available on the app

- 



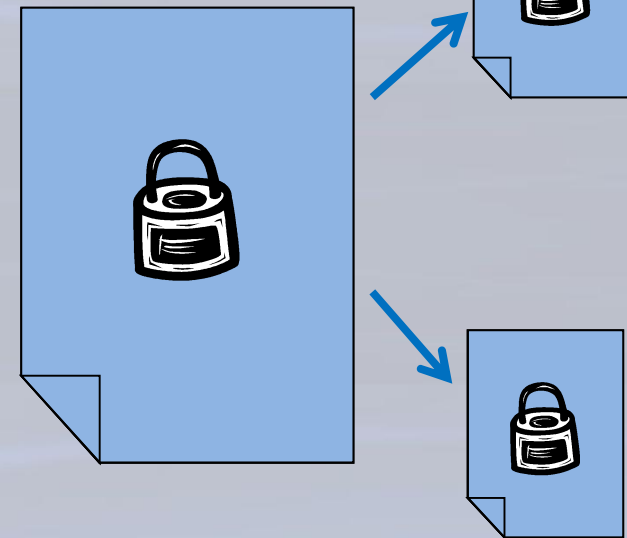


# Why Secure Envelopes Are Now “Old School”



With traditional enveloped encryption, like S/MIME, PGP, or ZIP, the container is decrypted to produce the contents. You can't protect where the decrypted contents subsequently go.

## Content Centric Security



*With internal document cryptography, there are no unprotected copies. The encryption is inside the file format itself. Wherever the document goes, it stays protected.*



# Effectiveness: Securing National Assets



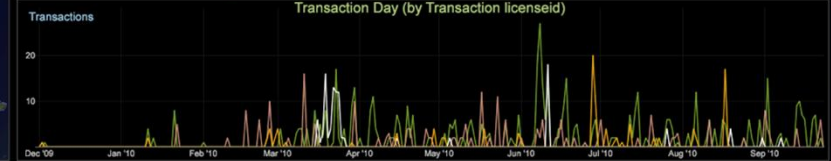
## Geo-Analysis

| Geo Country | Visitors | Sessions | Transactions |
|-------------|----------|----------|--------------|
| usa         | 43       | 224      | 609          |
| zaf         | 2        | 2        | 5            |
| aus         | 8        | 60       | 151          |
| jpn         | 5        | 6        | 17           |
| deu         | 5        | 4        | 13           |
| nld         | 7        | 8        | 16           |

| City          | Visitors | Sessions | Transactions |
|---------------|----------|----------|--------------|
| san jose, ca  | 35       | 160      | 420          |
| sydney, ns    | 6        | 40       | 106          |
| sao paulo, sp | 3        | 16       | 41           |
| new york, ny  | 4        | 4        | 31           |

| Geo Zip Code | Visitors | Sessions | Transactions |
|--------------|----------|----------|--------------|
| 95110        | 35       | 153      | 402          |
| 10001        | 4        | 4        | 31           |
| 94203        | 3        | 8        | 19           |
| 95101        | 2        | 7        | 18           |
| 14450        | 1        | 1        | 18           |
| 60185        | 4        | 6        | 14           |

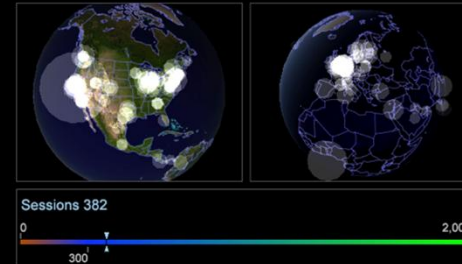
| Visitor principalname | Visitors | Sessions | Transactions |
|-----------------------|----------|----------|--------------|
| John Jacobs           | 2        | 261      | 627          |
| Anonymous User        | 1        | 35       | 118          |
| Demo User             | 1        | 18       | 58           |
| Sarah Rose            | 1        | 1        | 9            |
| Marc Eaman            | 1        | 4        | 9            |
| Mike Denning          | 1        | 2        | 8            |
| John Yarrington       | 1        | 3        | 8            |
| David Pilgrim         | 1        | 1        | 8            |
| Michael Renner        | 1        | 1        | 7            |
| Bill Dmuchowski       | 1        | 1        | 7            |
| Todd Korb             | 1        | 1        | 7            |
| Bill Shapiro          | 1        | 1        | 7            |
| Gustavo Brunser       | 1        | 1        | 7            |
| Luis Maian            | 1        | 2        | 6            |
| Rye Woodard           | 1        | 1        | 6            |
| Fang Chang            | 1        | 1        | 6            |
| Murilo Fernandes      | 1        | 2        | 5            |
| Dieter Hovorka        | 1        | 1        | 5            |
| Erik Larson           | 1        | 1        | 5            |
| John B Harris         | 1        | 1        | 5            |



## Top Level Metrics

|                           |     |
|---------------------------|-----|
| Visitors                  | 57  |
| Sessions                  | 382 |
| Transactions              | 989 |
| Authentication ID Failed  | 0   |
| Authentication ID Success | 0   |
| Created Policy Set Named  | 0   |
| Deleted Policy Set Named  | 0   |
| EndUser Policy Named      | 0   |
| Org Policy Activated      | 0   |
| Org Policy Deactivated    | 0   |
| Watermark Added           | 0   |
| Watermark Modified        | 0   |
| Watermark Deleted         | 0   |
| Account Lockouts          | 0   |

| Transaction licenseid                | Visitors | Sessions | Transactions |
|--------------------------------------|----------|----------|--------------|
| 35278960-C0E3-102C-8226-0000C0A8C862 | 45       | 233      | 547          |
| B5D40E41-C185-102C-8D48-0000C0A8C862 | 9        | 85       | 229          |
| A81346D3-00F9-102D-8480-0000C0A8C8CD | 2        | 32       | 107          |
| A5E64027-C185-102C-8688-0000C0A8C862 | 13       | 41       | 106          |
| B978205C-C185-102C-BA76-0000C0A8C862 | 9        | 19       | 64           |
| A700730A-C185-102C-B189-0000C0A8C862 | 8        | 25       | 63           |
| B58D588F-C185-102C-98E4-0000C0A8C862 | 2        | 23       | 51           |
| 0E1C5497-78BB-102D-824F-0000C0A8C8CD | 2        | 8        | 49           |
| 7DF55668-877B-102D-AF08-0000C0A8C8CD | 2        | 4        | 45           |
| 3432828C-B7C5-102C-ABC7-0000C0A8C8CD | 1        | 24       | 43           |
| 408194FB-9AEF-102C-941C-0000C0A8C8CD | 1        | 1        | 42           |
| 39788118-430E-102D-AA8F-0000C0A8C8CD | 2        | 9        | 30           |
| 2027663B-3A77-102D-84C3-0000C0A8C8CD | 2        | 2        | 39           |
| B8261A94-C185-102C-8B01-0000C0A8C862 | 2        | 16       | 36           |
| 7C678924-E005-102C-9195-0000C0A8C8CD | 2        | 12       | 33           |
| 29098095-E245-102C-A80F-0000C0A8C8CD | 1        | 2        | 20           |
| B7587EA5-C185-102C-8005-0000C0A8C862 | 5        | 9        | 29           |
| 2336E3CA-367A-102D-924A-0000C0A8C8CD | 2        | 7        | 29           |
| BD018045-C185-102C-BAAD-0000C0A8C862 | 4        | 16       | 26           |
| B8C977F5-16BA-102D-A64B-0000C0A8C8CD | 2        | 3        | 25           |
| 481723E3-7386-102D-B45F-0000C0A8C862 | 2        | 13       | 25           |



# Analytics Customers



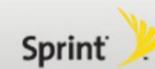
## Financial Services



## High Tech



## Telecom



## Travel



## Retail



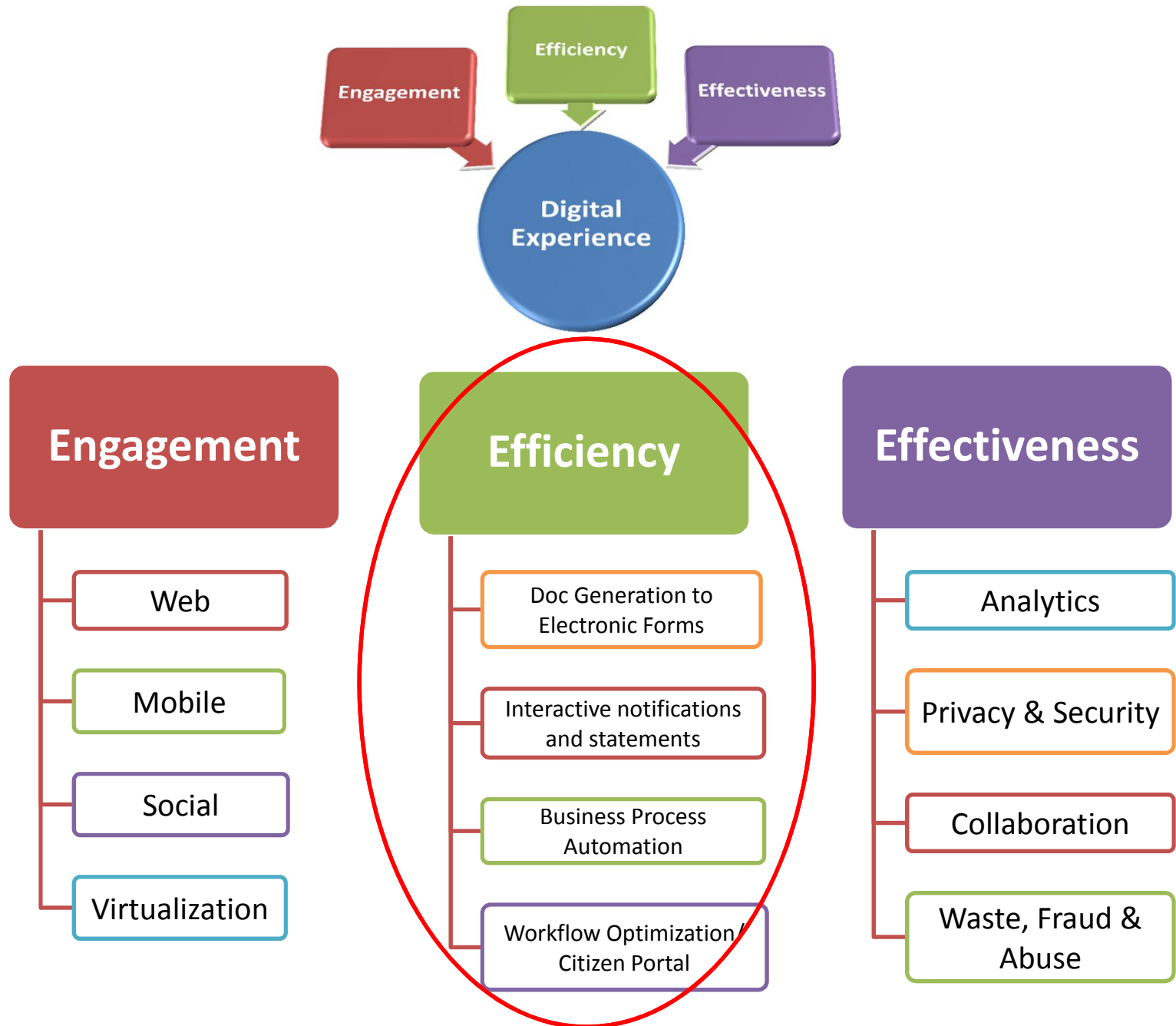
## Government



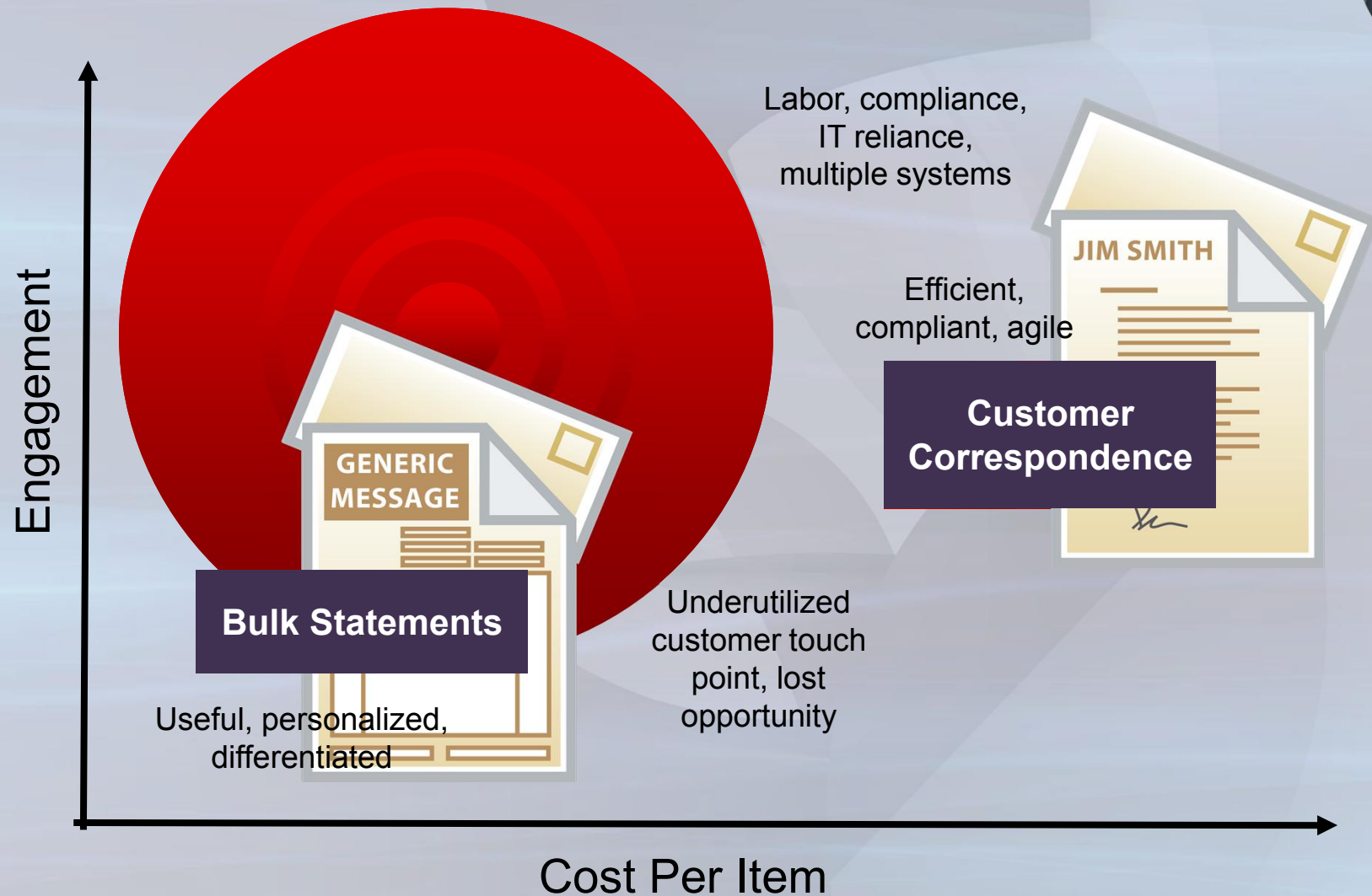
Federal Aviation Administration



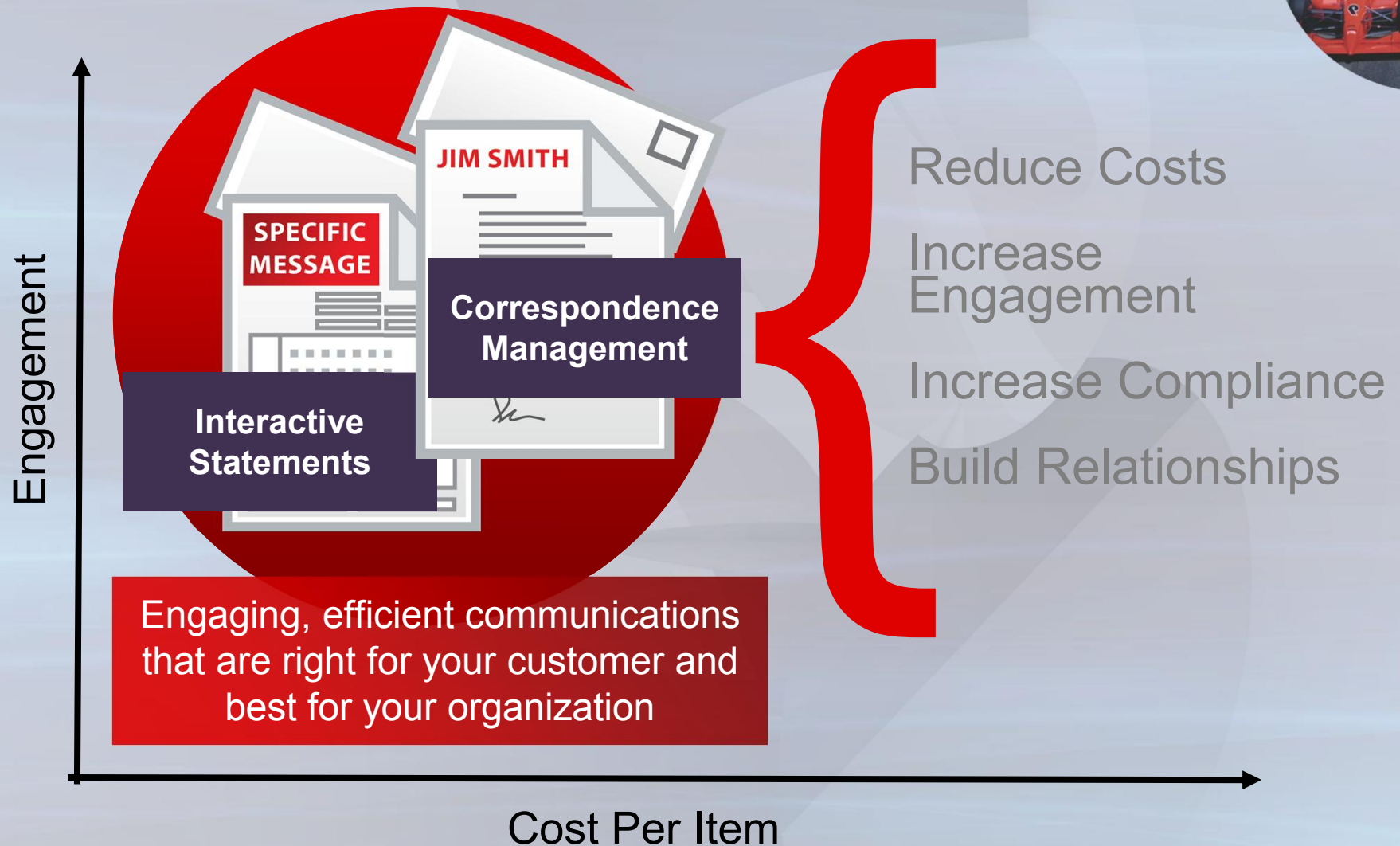




# The Correspondence Challenge



# Customer Communications Solution





*ERICSA: Leading the Race for Stronger Families!*



*Thank You for Attending*

ERICSA 49<sup>th</sup> Annual Training Conference & Exposition ▪ April 1 - 5 ▪ Indianapolis Hyatt Regency

