

Child Support Modernization

for the State of Wisconsin Department of
Children and Families



Orals Presentation
August 15, 2023

Agenda



- 8:30-8:35 Kickoff and Meeting Protocol
- 8:35-9:00 Proposer Team Introductions
- 9:00-10:00 **Demo: Major Child Support Functionality System**
- 10:00-10:15 Break**
- 10:15-12:00 **Demo: Major Child Support Functionality System**
- 12:00-1:00 Lunch**
- 1:00-1:30 System Architecture
- 1:30-2:15 Data Analytics and Data Architecture
- 2:15-3:00 Q&A for the WI Team
- 3:00-3:15 Break**
- 3:15-3:55 Q&A for the WI Team
- 3:55-4:00 Closing**

Proposer Team Introductions



Our Team:

***T*ransparent
*H*onest
*R*esponsive
*I*ntegrity
*V*alue
*E*xperience**



**Kimberly
Newsom Bridges**
Senior Director
Child Support
Solutions



Bob Havanki
Account Manager



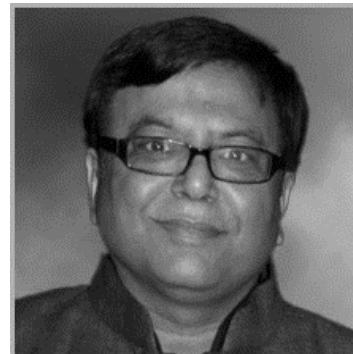
Hal Carl
Project Director



Brian Coll
Project Manager



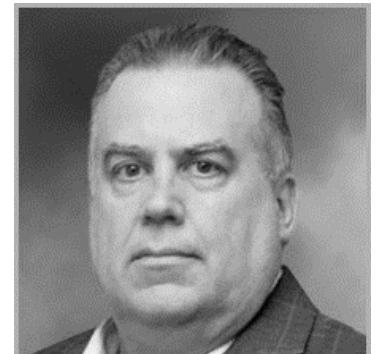
Ray Copi
Functional Manager



Devendra Gupta
Software Development



Anthony Sessions
Implementation Manager



Ed Brooks
Conversion Manager

Major Child Support Functionality

System Demonstration



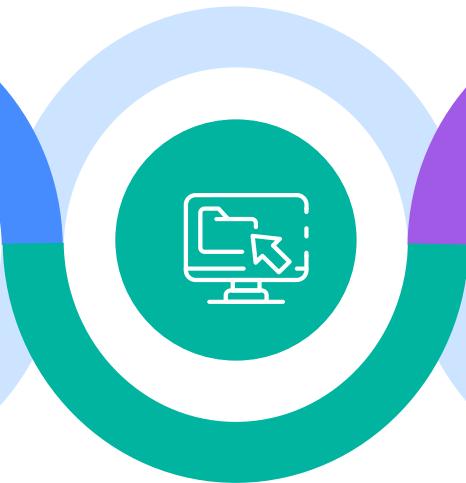
The Solution to Meet Wisconsin's Vision

Reuse of proven and certified child support base system code

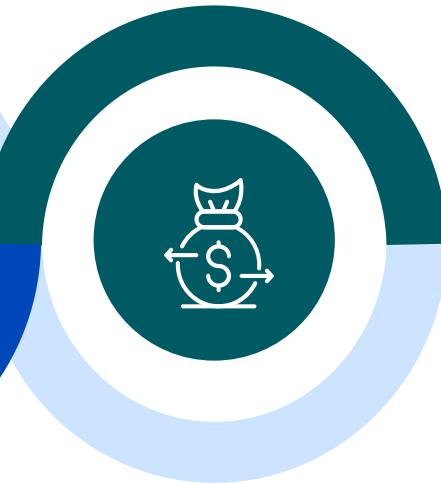


Advanced Microsoft Platform

Configurability for workflow, business rules, and reports



Rock solid financial processing



THRI^E will be a system you are proud of and a benchmark for other states

Case Initiation and Case Structure



Bob Havanki
Account Manager

1. Demonstrate how your proposed system handles case initiation and case structure.

- a. Show what information is filled in by automation vs what requires worker manual entry.
 - i. For a referral
 - ii. For an application
- b. Show how cases and participants are matched within your proposed system to avoid duplicates.
- c. Show how the proposed system provides participant information to workers, particularly if a participant has multiple cases.
- d. Show us how the proposed system provides case information to workers. What sort of flags are available within the system to identify special interest cases? Example: those with FTI, or intergovernmental cases.
- e. Explain how the proposed system identifies and relates participants, cases and court cases.

Establishment of Cases



Bob Havanki

Account Manager

2. Demonstrate how your proposed system handles establishment of cases.

- a. Demonstrate how paternity establishment cases are structured, particularly those with multiple potential fathers.
- b. Demonstrate how guidelines are calculated within the system.

Enforcement Tools



Ray Copi
Functional Manager

3. Demonstrate your enforcement tools within the system.

- a. Demonstrate how to customize automated enforcement remedies based on case location.
- b. Describe how interfaces are leveraged within the system.
- c. Is there a web portal to communicate with employers? If yes, what type of information do you exchange with employers using that tool?
- d. Demonstrate how the system performs automated due process actions, e.g., generating notices, tracking response timelines, tracking due process next steps.

Customer Interactions



Brian Coll
Project Manager

4. Demonstrate how customers would interact with the proposed system.

- a. Demonstrate web tools available to facilitate customer interactions.
- b. Demonstrate what information is available to customers electronically.
- c. Demonstrate what information can the proposed system receive from customers electronically and how it is received.
- d. Demonstrate how the proposed system customer service tool allows workers and customers to exchange messages and information electronically.

Proactive Customer Notification – State View

Delaware Health and Social Services
Division of Child Support Services

DCSS Proactive Customer Notification Portal

Adfirst Adlast | Help ▾ | Logout

Home Quick Message Wizard Message Templates Customer Filters Active Messages Reports & Logs Admin Page

Logged in as : Adfirst Adlast

Welcome to the Division of Child Support Services Proactive Customer Notification Portal

State portal allows DCF users to create and manage messages to customers

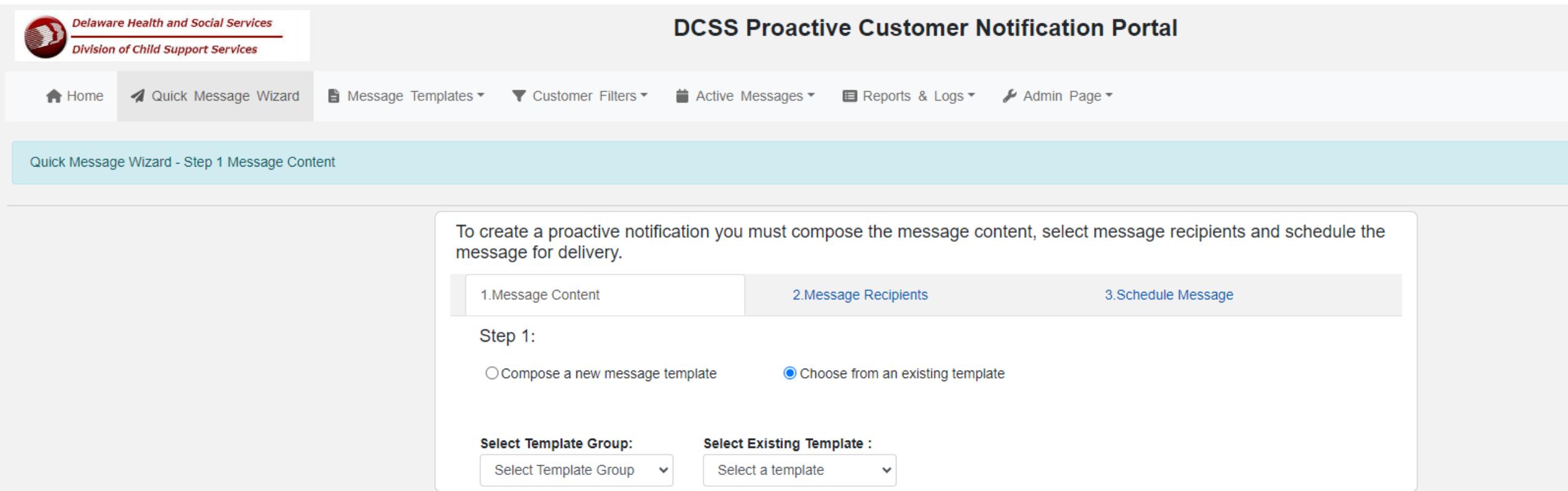
Quick Message Wizard

Active Messages

Message Templates

Customer Filters

Proactive Customer Notification – State View



DCSS Proactive Customer Notification Portal

Delaware Health and Social Services
Division of Child Support Services

Home Quick Message Wizard Message Templates Customer Filters Active Messages Reports & Logs Admin Page

Quick Message Wizard - Step 1 Message Content

To create a proactive notification you must compose the message content, select message recipients and schedule the message for delivery.

1.Message Content 2.Message Recipients 3.Schedule Message

Step 1:

Compose a new message template Choose from an existing template

Select Template Group: Select Template Group **Select Existing Template :** Select a template

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PCN Processing Date : 07/31/2023

DECSS data as of : 07/31/2023

Proactive Customer Notification – Customer View

 Delaware Health and Social Services
Division of Child Support Services

DCSS Proactive Customer Notification Portal

Christopher Nolan | Help ▾ | Logout

Home Messages 1 Notification Preferences

Logged in as : Christopher Nolan

Welcome to the Division of Child Support Services Proactive Customer Notification Portal

Customer portal allows users to elect email or text communications and preferences

[Notification Preferences](#) Add and modify notification preferences including email and Text.

[View Messages](#) View and manage notifications. You have 1 unread messages.

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version 3.0

Proactive Customer Notification – Customer View

 Delaware Health and Social Services
Division of Child Support Services

DCSS Proactive Customer Notification Portal

Christopher Nolan | Help ▾ | Logout

Home Messages 1 Notification Preferences

Manage Notification Preferences

Notification Preferences for Christopher Nolan

 Save  Cancel

Notification Preferences

Notifications will be sent using the delivery method selected as primary. Other options selected as 'Yes' will be used only if delivery to the primary method is unsuccessful.

To permanently deactivate your account and no longer receive notifications, click [here](#)

Receive Email: Yes No

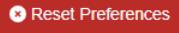
Email:  Primary

Receive SMS/Text: Yes No

Message Opt-Out: **Categories**

Case related message
 Child Support Office related message
 Child Support Program related message

Additional Settings

 Save  Cancel  Reset Preferences

14

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Case Management



Ray Copi
Functional Manager

5. Demonstrate your case management and work prompts within the system.

- a. Demonstrate how work is assigned within the proposed system and automated features available to drive work assignments.
- b. Demonstrate how workers know what to do to complete a work assignment within the proposed system.
- c. Demonstrate how case management features are customizable by agency. Example: case assignment is cradle to grave in one agency, but may be specialized in another. Demonstrate how the proposed system allows cases to be assigned in various ways based on location and case load.
- d. Demonstrate how the proposed system allow for automated case stratification.
- e. Demonstrate how the proposed system allow for automated bulk and individual reassignment of cases.
- f. Demonstrate how the proposed system restricts access to cases or participants, e.g., conflict of interest, high-profile participants, domestic violence.

Financials



Bob Havanki
Account Manager

6. Demonstrate how the proposed system presents and processes financial information

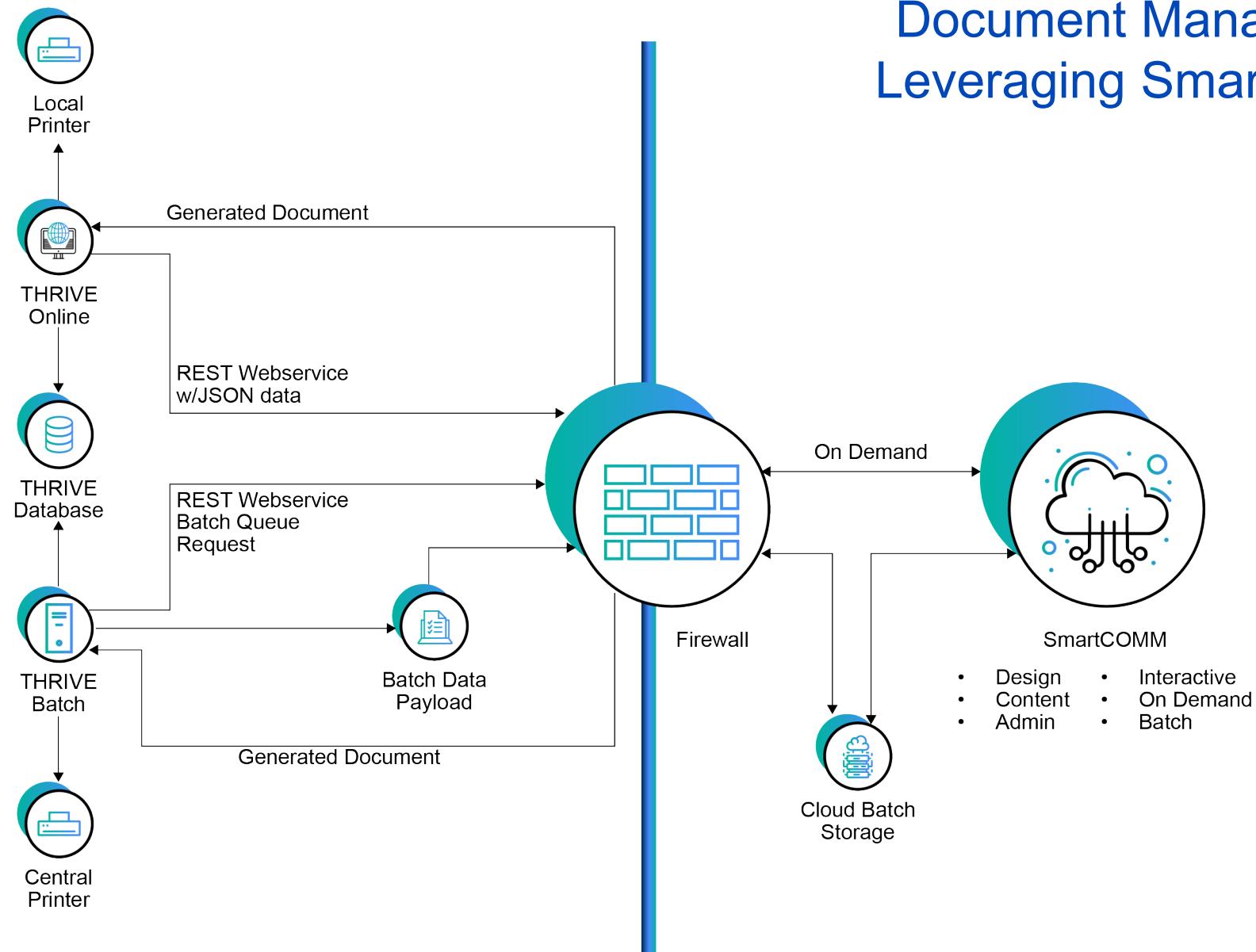
- a. Show the various ways you can view financial data for participants and cases.
- b. Show and describe automated financial processes. What processes are not automated and how are those monitored?
- c. The tribal agencies we partner with have different payment distribution rules than county agencies. Demonstrate how the proposed system will allow for financial processes based on differing agency requirements.
- d. Show how the proposed system provides a financial history.
- e. When passing through support to families receiving IV-A assistance, demonstrate how the proposed system will determine the amount to passthrough based on Wisconsin statutory requirements.
- f. Demonstrate how the proposed system calculates and charges interest based on Wisconsin statutory requirements.
- g. Demonstrate how the proposed system will interact with the SDU.

7. Demonstrate the system document management solution.

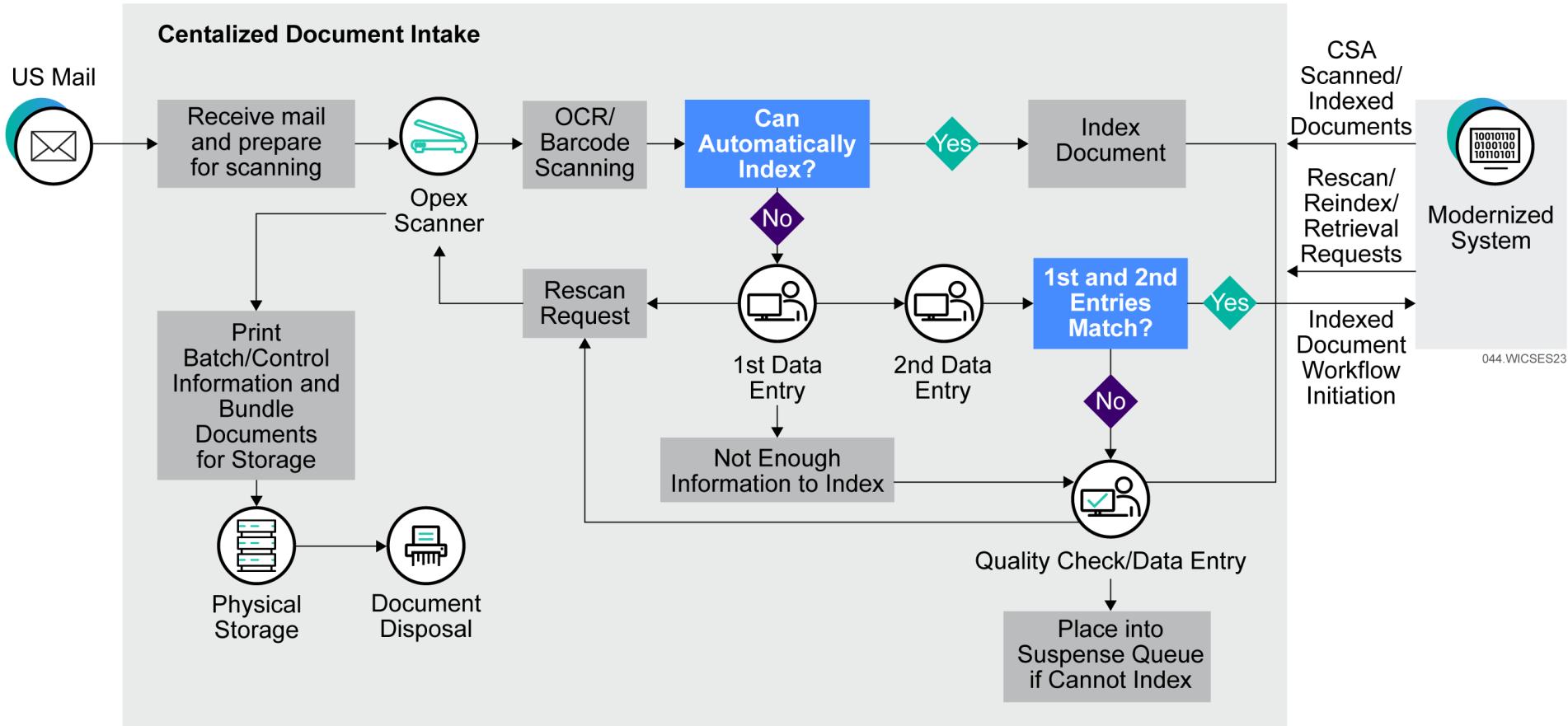
7 a. Demonstrate and/or explain how data will be gathered and provided to SmartComm (or the proposed DocGen solution).

7 b. Demonstrate and/or explain how documents may be triggered manually on demand, automatically through online activity, and through batch processing.

Document Management Leveraging SmartCOMM



7 c. Demonstrate and/or explain how returned documents are processed including automated processes as a result of returned mail, accessing images in the document repository, etc.



7 d. Demonstrate and/or describe your understanding of how documents are customizable by agency.

Document Customizations

- State documents will have no customizations
- Documents issued in the system on behalf of the County
 - Standardized county headings and footers
 - Logo
 - Address
 - Contract (telephone/email/website)
 - Issuer (i.e., County IV-D Director)
 - Court documents may need some level of customization
 - Ability to apply a county name/address/signature
- Allow portions of selected forms to be enterable
 - Court or County CSA language
 - Additional note to the recipient (i.e., message that office is no longer accessible from Grant Street entrance)

THRIVE Data Analytics Architecture

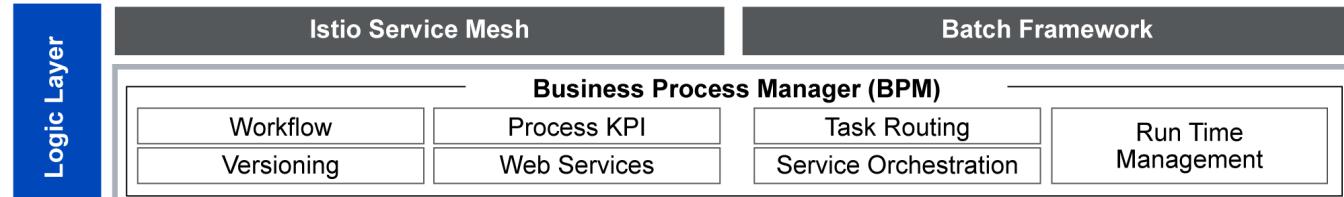
System Architecture

1. Provide and explain a high-level system architecture diagram.



2. Describe how the proposed system capabilities will enable the system's functionality to be easily maintained and upgraded.

KidsFirst Unlocks User Configuration for Fewer Code Changes



Graphical, as well as text-based tools, which allow authorized users access to fully configure important system activities, prompts, and outputs

InRule

Configuration for business rule creation and maintenance

Workflow Engine

Configuration for workflow creation and maintenance

SmartComm

Configuration for creation, generation, and maintenance of documents and correspondence

BI Portal

Interactive reports

Configuration by Developers in the System for Easy Changes

47 master data reference tables allow configuration without code changes

3. We have challenges related to how the legacy KIDS system implements the data structures that define a case. Describe:

- How the proposed system defines a “case” (e.g. one parent/child combo, two parents and a child, etc.)?

- Are there occasions where additional “cases” must be setup to handle normal activity such as mixed-custody cases or to align with federal reporting?

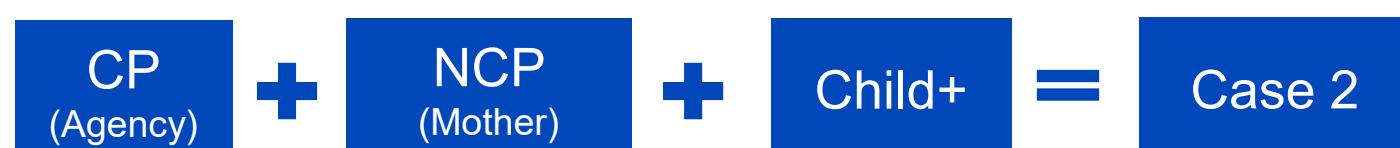
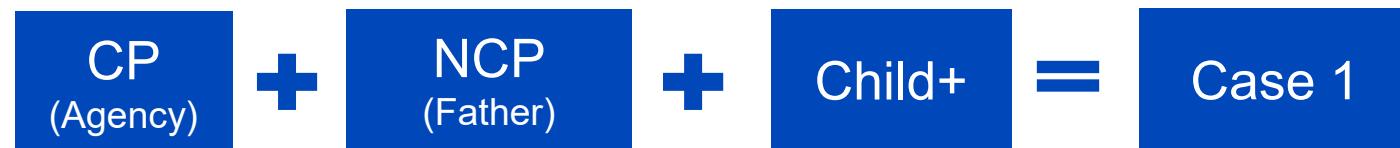
Basic case construct:



If **CP or NCP is minor**, a guardian may be added:



For Foster Care:



$+$ = one or more

4. How will replacing the legacy KIDS system allow us to do more with interfaces? (e.g. to get additional data through existing interfaces or adding additional interfaces with new or existing partners?)

KidsFirst Event Driven Architecture allows THRI^{VE} to interact with external partners in real-time

We will evaluate all interfaces and, depending on partner capabilities:

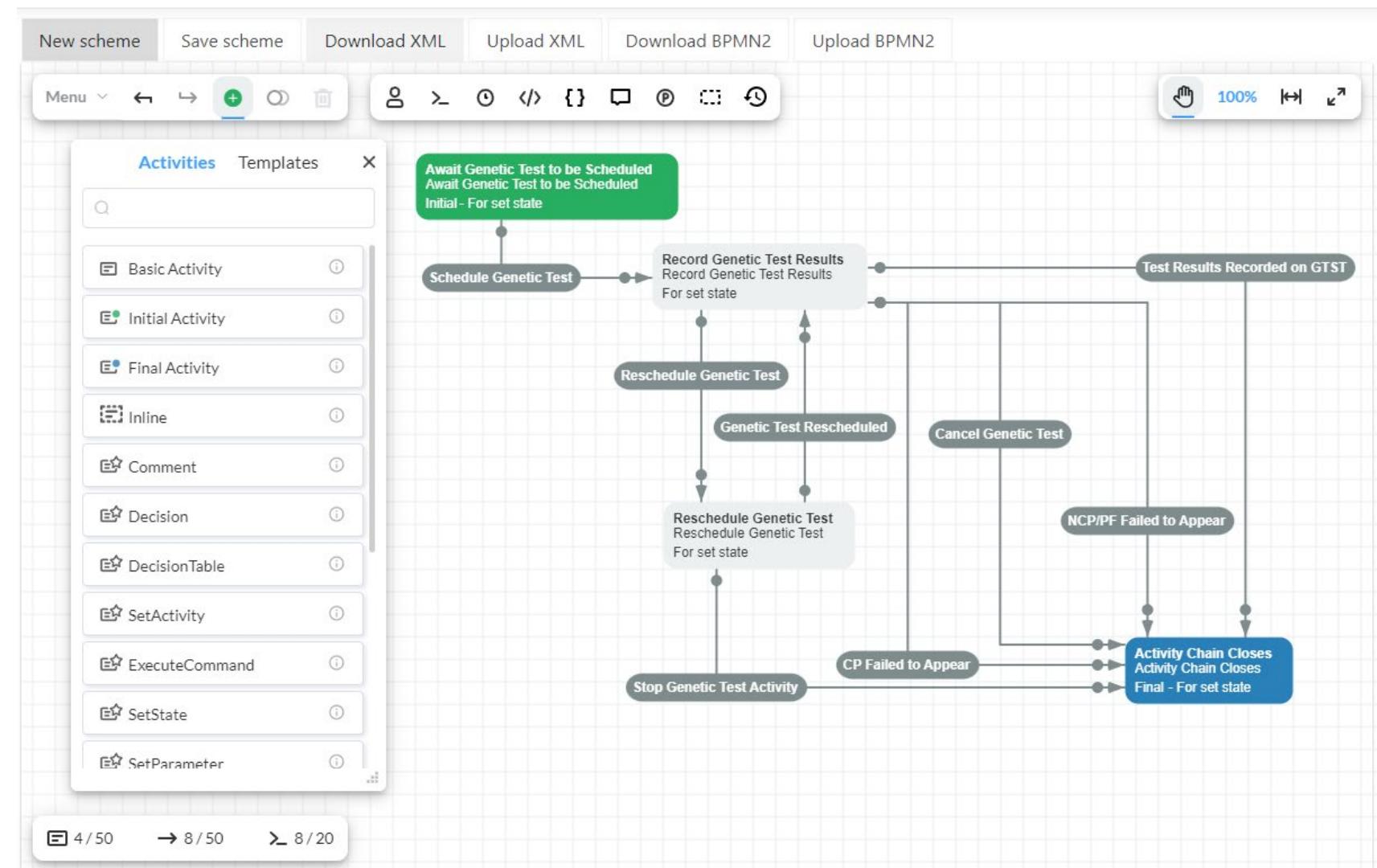
1. Leave interface as is
2. Switch to event driven or API
3. Create pseudo real-time interfaces for file transfer

Benefits of our event driven interface architecture

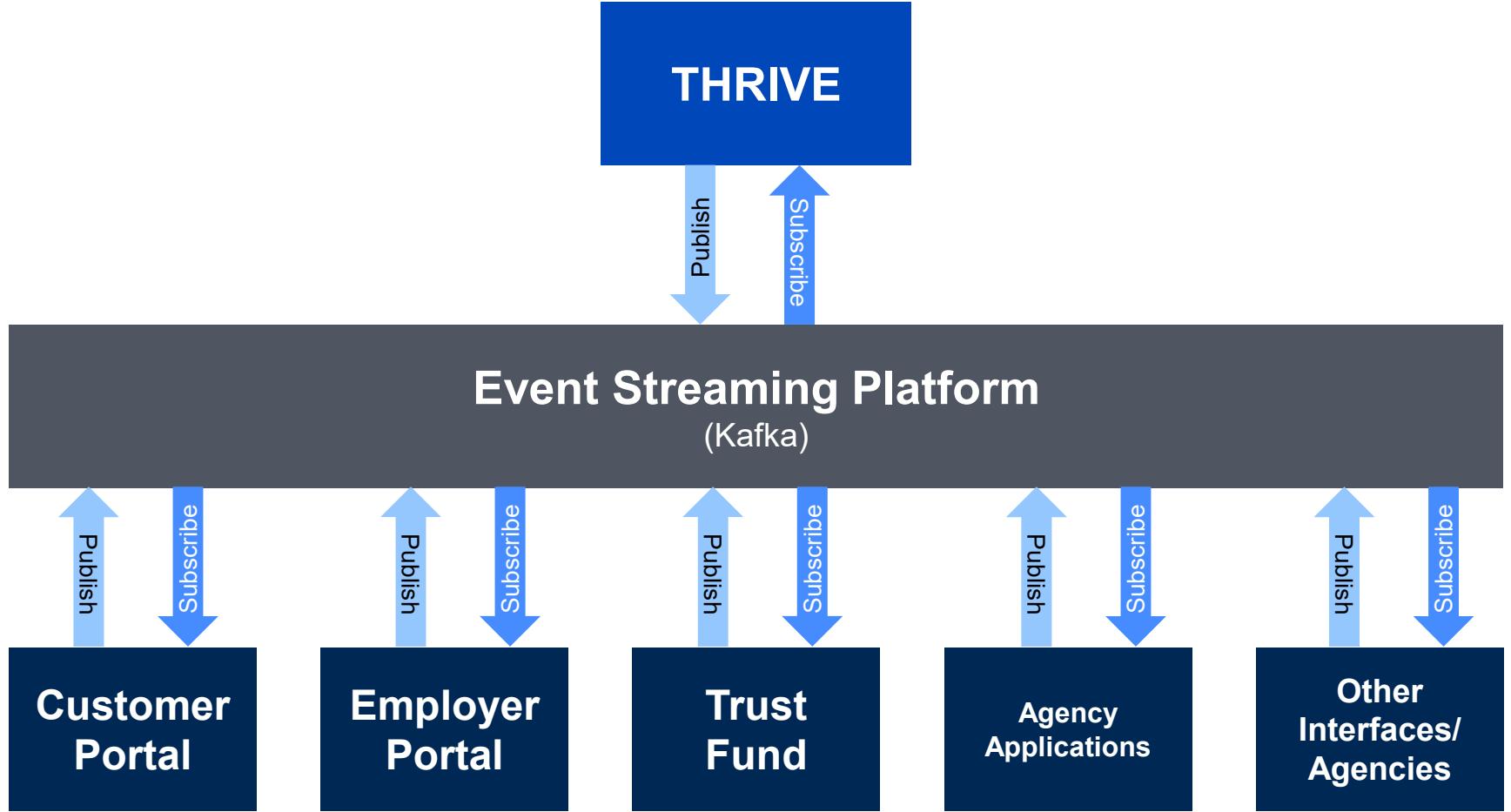
- Events generated in real time
- Available for consumption if the partner supports
- Resilient to failures
- Client does not have to wait for response
- Pseudo real-time interfaces for file transfer, where feasible, to reduce batch window and fast processing

5. Demonstrate an example of an automated workflow. Explain how flexible or customizable the systems automated workflows are specific to accommodating local agency process variances.

Proposed Workflow Engine



6. Demonstrate and/or explain how external system will be integrated with THRIE.



7. Demonstrate system auditing of every worker action taken in the system and what reports identify potential misuse?

THRIVE Captures Every Action Taken in the System

- KidsFirst will capture all screen accesses for THRIVE
 - New features include out of the box reports and real-time notification of violations
- Actions taken by worker captured in the base system:
 - All actions taken by worker are recorded in the system (ELOG for Financials and CPRO for other activities)

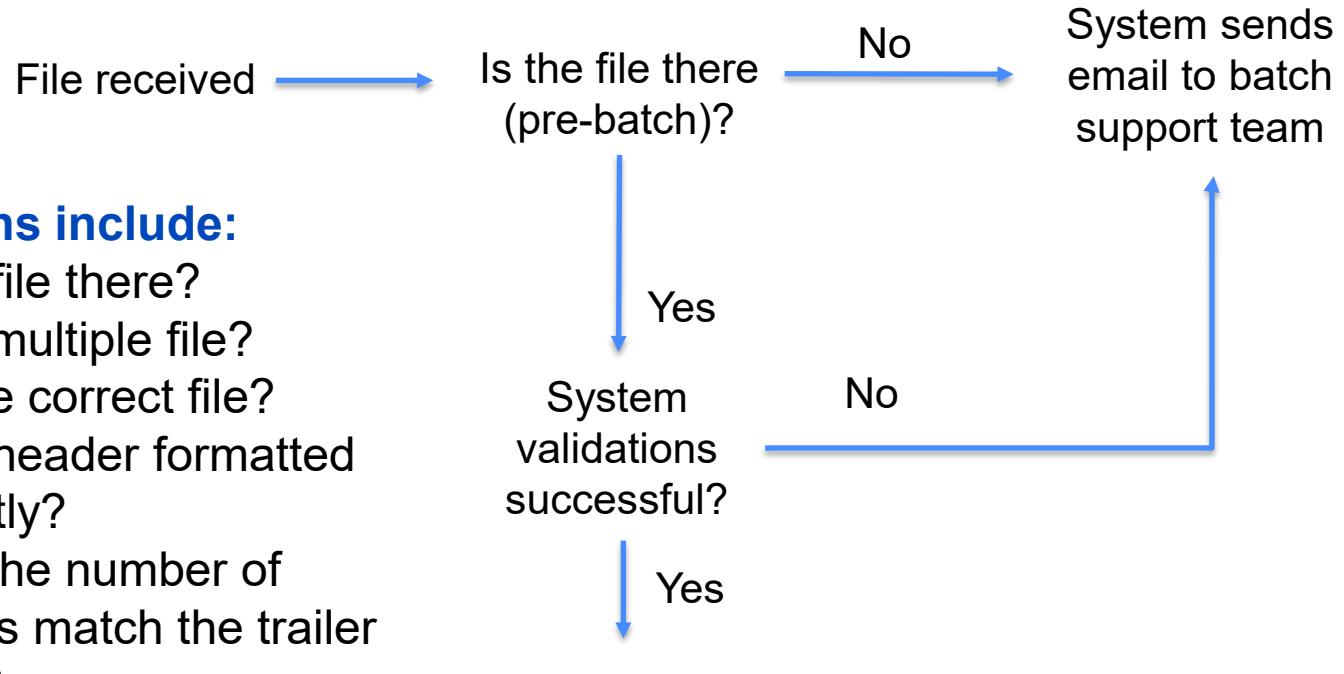
8. Demonstrate and/or explain daily system validation and controls that must be met before the system comes up (e.g., financials are in balance).

You Never Have to Wonder...

1. FINS daily reconciliation screen
 - Nightly batch populates the data and calculates if the system is in balance
 - Users can go to the FINS screen to confirm
 - If the system is not in balance, the accounting team cannot perform activity until it is in balance
2. Nightly batch validation for distribution and disbursements
 - If the money is not accounted for, the batch will abort and it must be addressed for the system to come up

9. Demonstrate and/or explain how the system validates files received for processing.

We added a new process as part of the Delaware maintenance contract to perform validations



Validations include:

1. Is the file there?
2. Is it a multiple file?
3. Is it the correct file?
4. Is the header formatted correctly?
5. Does the number of records match the trailer count?
6. Are addresses in valid format?

The system also is intelligent and fixes non-ascii character anomalies

10. Demonstrate and/or explain technical features or components that are part of the proposed system that you think are particularly valuable.



System Architecture for Tomorrow

- **Advanced System Architecture** – KidsFirst implements new trends in system architecture that extend system lifespan and makes system extensible
- **Microservices** – modularity, improve scalability, ease of maintenance
- **Event Driven Architecture** – real time processing, supports high volume, stability
- **Common Processes** – centralized that are used across the application



Increased configurability through modern tools

- **Workflow Engine** – workflow management
- **InRule** – business rules engine
- **SmartComm** – document generation
- **Proactive Customer Notification** – client case notifications



Expanded self-service

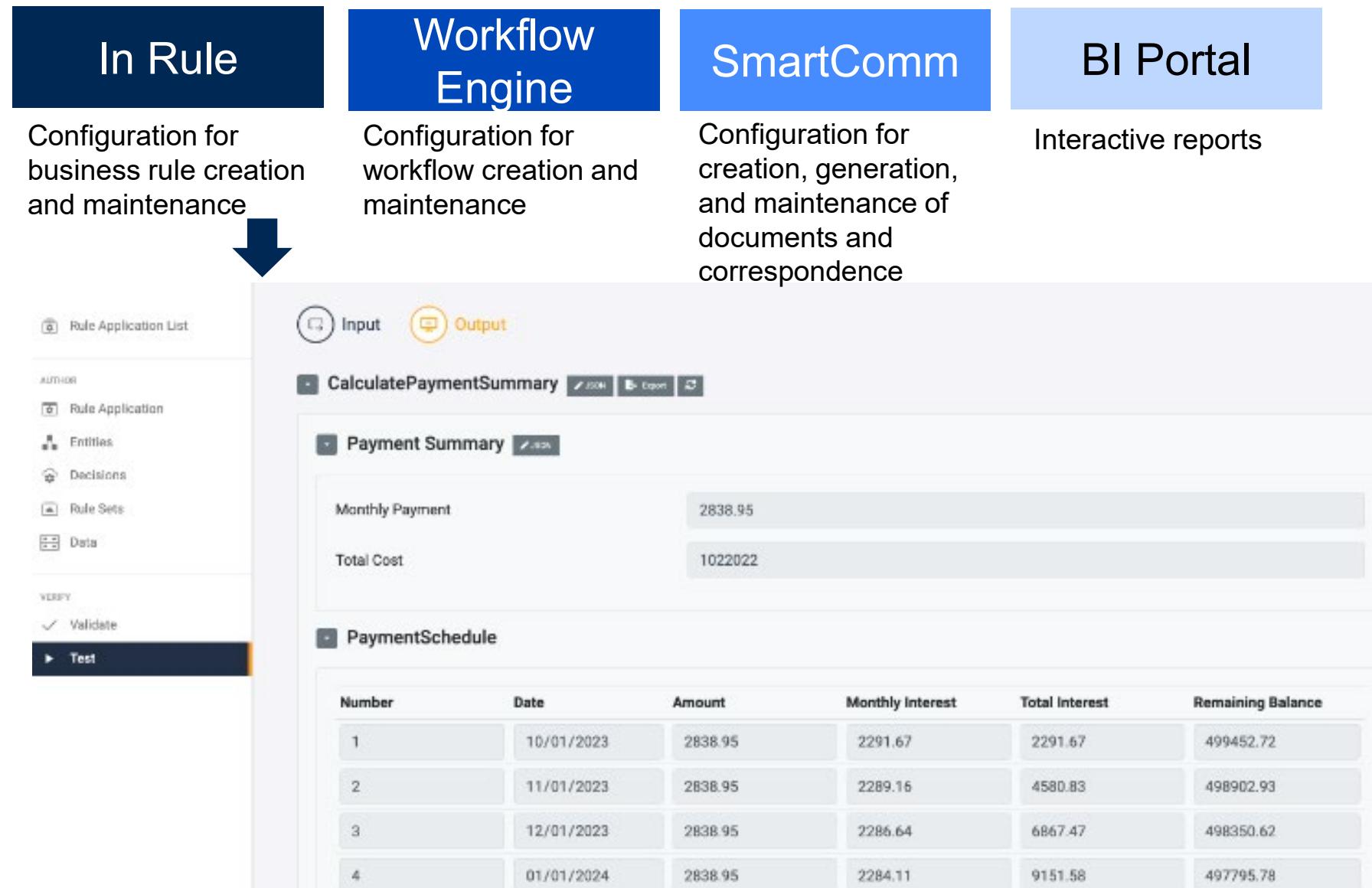
- **Customer Portal** – wide range of client self-service
- **Employer Portal** – employer self-service
- **Mobile App** – preferred client self-service method



Digital communications tools

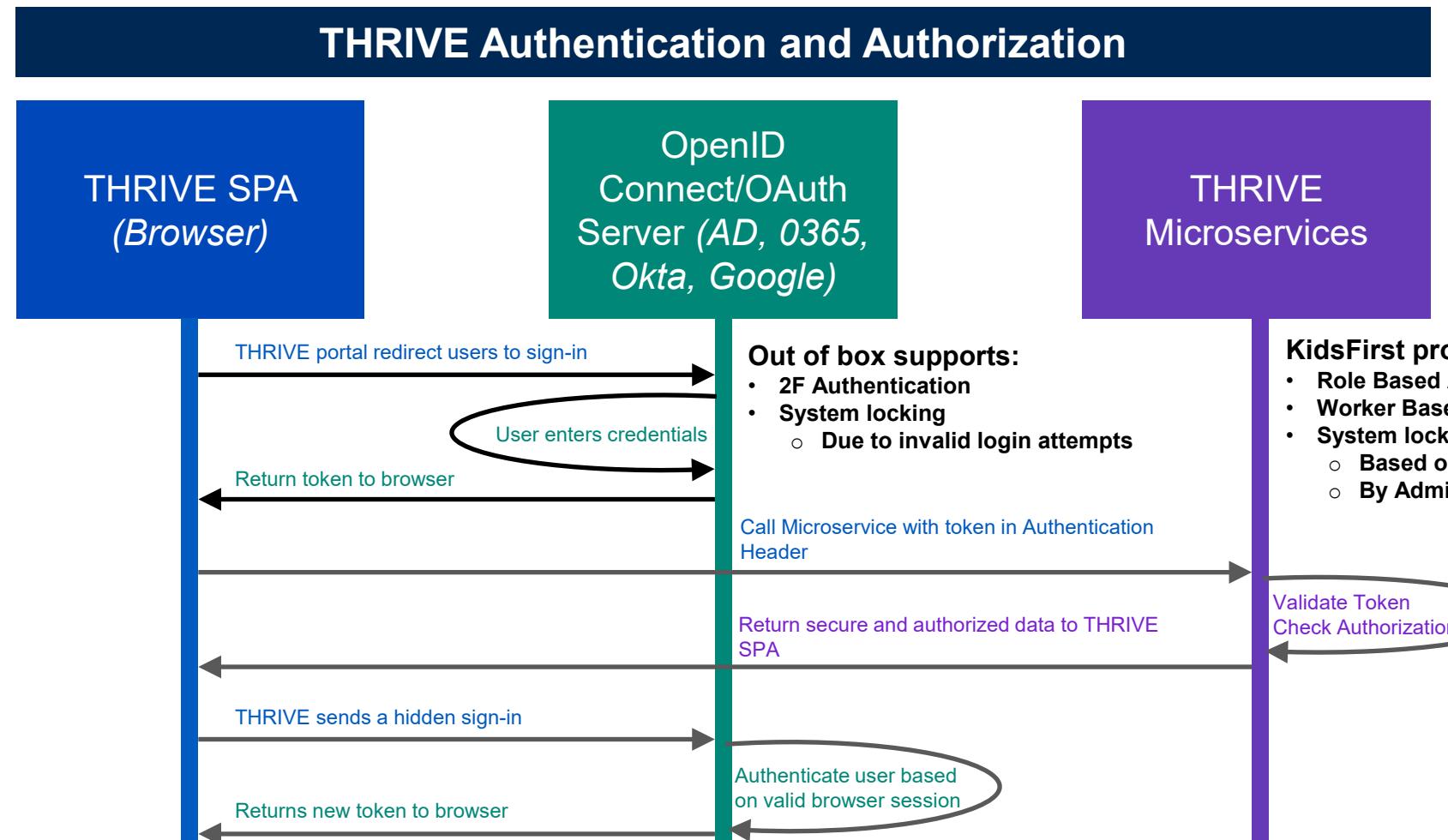
- **Proactive Customer Notification** – client engagement
- **SmartComm** – omni-channel communication

11. Demonstrate and/or explain how implementing the proposed system may allow program users to start performing work that had previously been done by IT resources?



12. Demonstrate and/or explain how system security (authentication and authorization) is managed including system access, dual authentication, system locking and time outs, worker authorization (role based and worker specific), etc.

THRIVE authentication will be based on Oauth 2/ID Connect and authorization will be role based handled by the KidsFirst framework



13. System implementation
a. Explain your proposed approach to system bridging and how it will meet DCF's requirements to maintain collection distribution across cases, support federal performance reporting, avoid duplicate case and participant creation, etc.

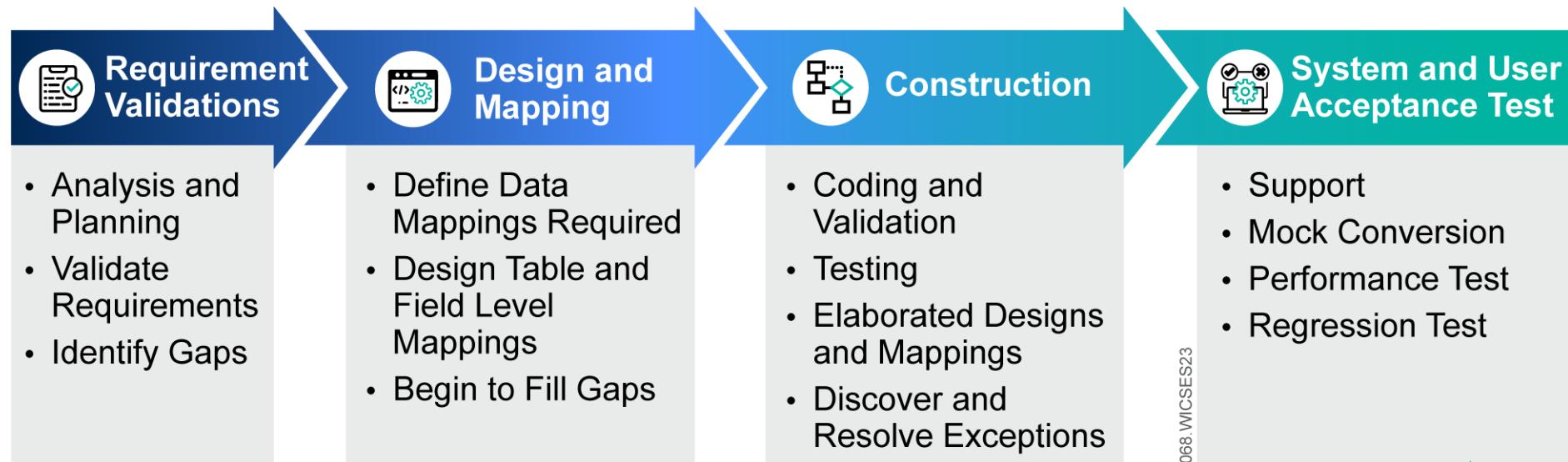
System Bridging, Simplified

- Allows data to be maintained separately in both THRIVE and KIDS during pilot and the statewide rollout
- Conversion rules and processes ensure that the same case or member is not being maintained in both THRIVE and KIDS at the same time
- Logic to address connected cases and maintain collections and distributions across cases
- Coordinated changes to THRIVE and KIDS to only allow creation and processing of applicable cases
- Case match and member merge process avoids the duplication of cases and members
- For the transitional processes when the Pilot has started, but the final region has not been converted yet, our team develops processes to split and merge data being exchanged with interface partners

13. System implementation
b. Describe your anticipated approach to data conversion and why it is appropriate for implementing THRIVE.

Why is our conversation approach appropriate for implementing THRIVE?

- Proven and child support based
- Change is transparent to the public
- Supports the phased rollout approach in Wisconsin
- Supports a simplified version of bridging – not trying to synch data between two systems



Data Cleansing in KIDS

13. System implementation
c. Explain how users will be supported during the implementation process.



DCF-BCS

- Requirements
- User Centered System Design
- Policy Changes
- Communications



OCM

- BPR
- As-Is/To-Be Models
- Change Champion Engagement
- User Communications
- Change Forums & FAQ



Training

- User-Centered Design
- Targeted Training with Real-Life Examples
- Universal and Accessible
- Builds in User Feedback
- Conforms to Industry Standards
- Adult Learning Principles
- Training Materials



Deployment/Site Support

- Site Readiness
- Implementation Workbooks
- Hands-On Support
- Training Reinforcement



Application Help Desk

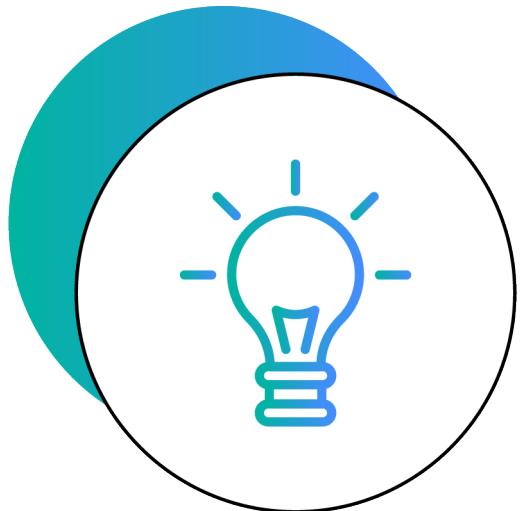
- Process and Training Reinforcement
- Remote User Support
- Facilitate Incident Management Process



Operations & Maintenance

- Defect Managements
- Enhancements
- System Performance
- Partner with User Early to Promote Successful Knowledge Transfer

13. System implementation
d. Describe some lessons learned from past experience replacing statewide child support systems.



Lessons Learned



Collaboration leads to ***understanding***



Documentation leads to ***agreement and resolution***



Project, scope, and schedule management leads to ***transparency***



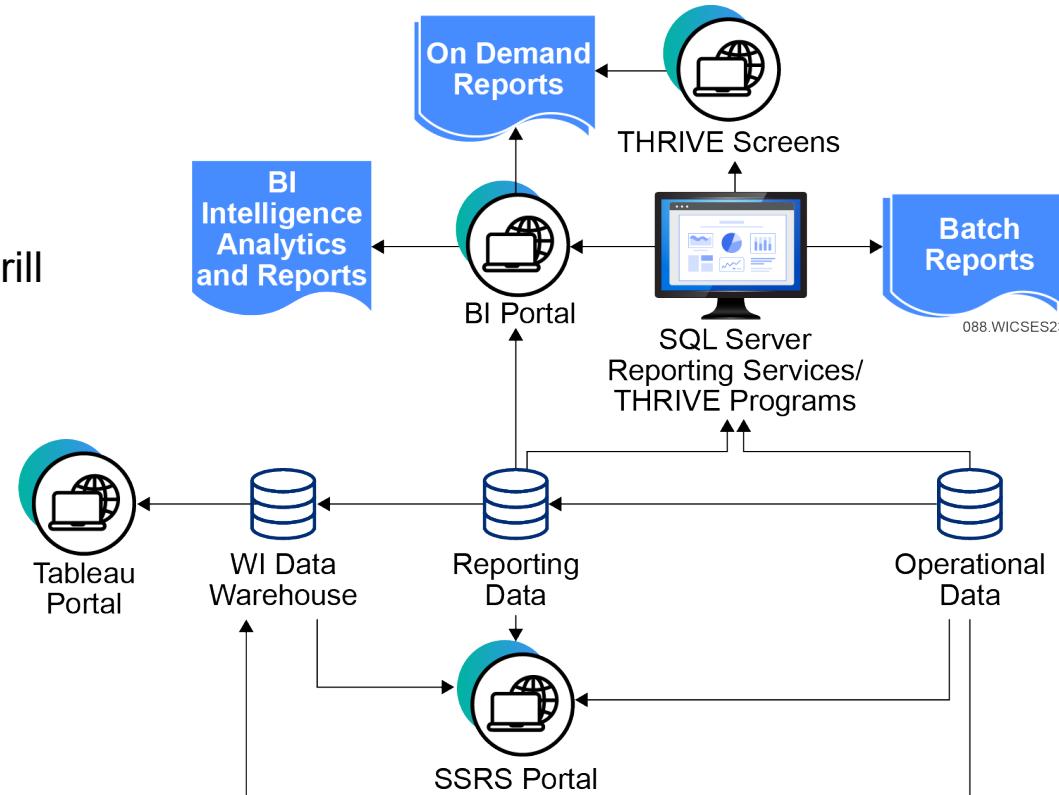
Committing resources to support the users leads to ***increased adoption and performance***

Data Analytics & Data Architecture

1.a. A review of a detailed data flow diagram demonstrating the flow of data from the source location in the proposed system all the way through to the final data analytic outputs (i.e., reports, dashboards, etc.).
Include in the diagram:
i. All steps of the technical data flow process.
ii. Details of any internal data source structures, tables, data flows and tools used.
iii. Details of any external data sources such as data warehouses, data lakes, data tools and processes used.

Data Flow: Operational→Reporting→CSDW

- Operational Data
 - Real time operational & ad hoc reporting
 - Caseworker dashboard
- Reporting Data
 - Non-real time complex/aggregated/drill down, & ad hoc reporting
 - BI Portal analytical reporting
 - Refresh cycle depends upon report type which may be daily/scheduled/monthly.
 - Refresh timing can be changed by scheduling data transfer jobs
- CSDW Data
 - Ad hoc, analytics reporting & dashboard
 - Refresh cycle to be determined



1.a. A review of a detailed data flow diagram demonstrating the flow of data from the source location in the proposed system all the way through to the final data analytic outputs (i.e., reports, dashboards, etc.).

Include in the diagram:

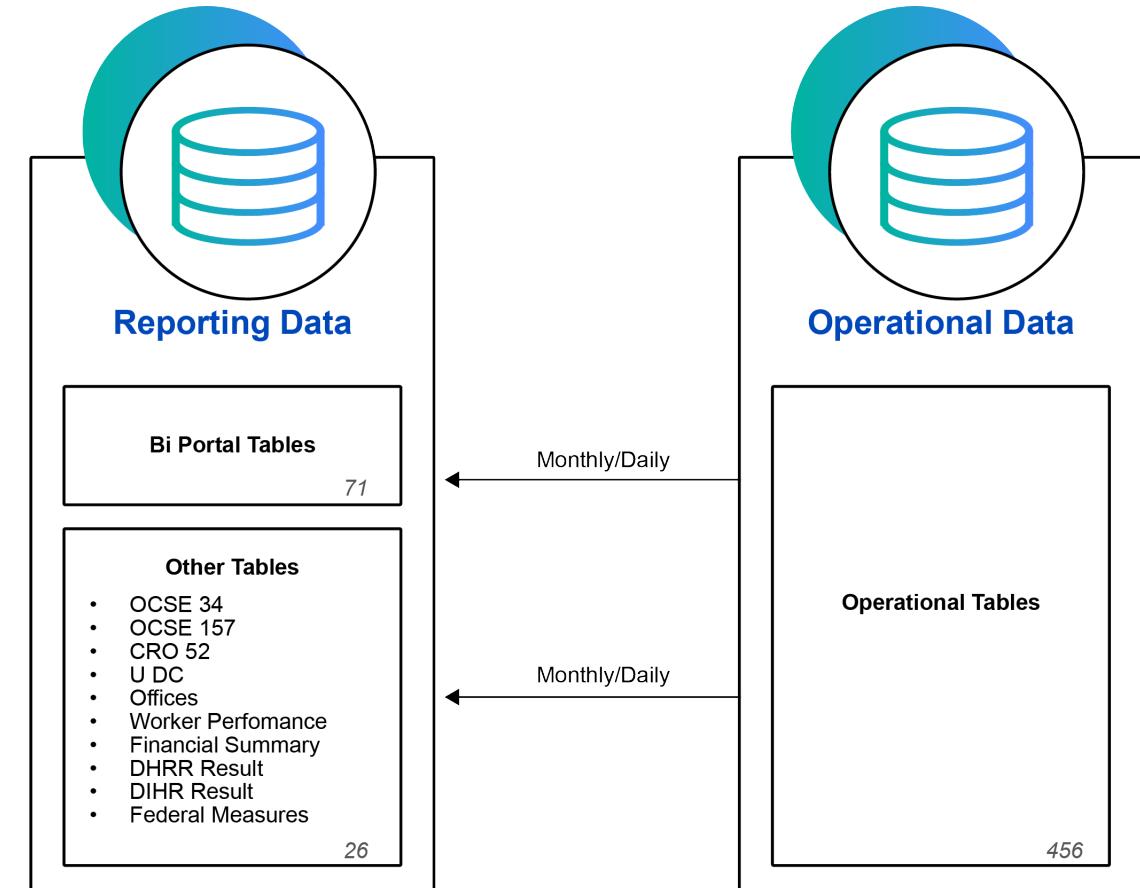
- All steps of the technical data flow process.
- Details of any internal data source structures, tables, data flows and tools used.
- Details of any external data sources such as data warehouses, data lakes, data tools and processes used.

Reporting Database

- Structure
 - BI Portal tables (71)
 - Other report tables (26)
- Refresh
 - Primarily monthly
 - Some specific BI and case reports are refreshed daily or use the Operational database

External Data Sources

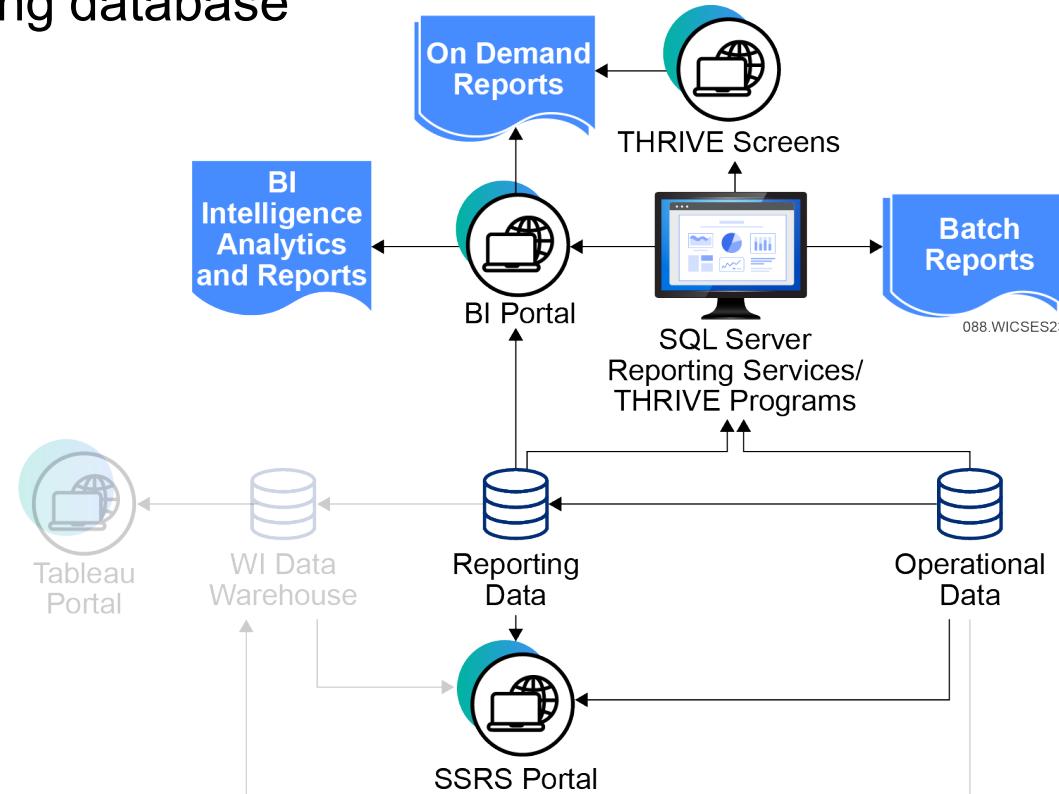
- No major sources used for reporting.
- Operational database is source for Reporting database



1 b. An explanation of how your data analytics architecture approach supports delivery of real time data to the operational reports. If the proposed solution cannot support real time data delivery in the operational reports what rate of refresh is the data made available to the operational reports (i.e., hourly, daily, etc.)?

Real-time Operational Reports

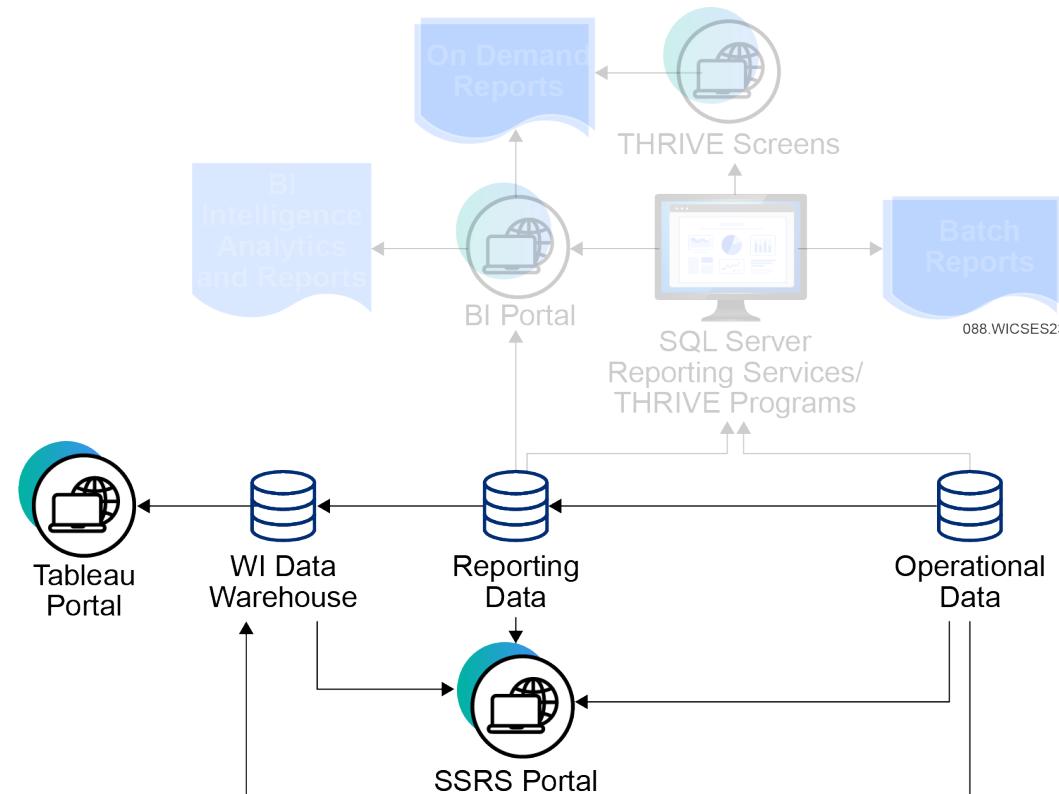
- Real time from Operational database
- Monthly/Quarterly from Reporting database
- Operations database
 - On Demand
 - Daily
 - Weekly
- Reporting database
 - Monthly
 - Quarterly
 - Annual



1 c. An explanation of your technical architecture design strategy for the integration of an external data warehouse. Walk us through a detailed technical diagram and explanation of the data warehouse integration process. Explain the process proposed for the transfer of data and the frequency of refresh from the proposed system to the data warehouse. Include an explanation of how reliant your operational reports are on data sourced from the external data warehouse. For example, is an external data warehouse supplemental to the core reports sourced from directly within the modernized system or is it being used to source data to a majority of your proposed solutions operational reporting products.

Data Warehouse Integration

- Ad hoc, analytics reporting & dashboard
- Integration
 - Operational/Reporting->DW
 - Tools SSIS or Informatica for ETL process
 - Analysis of data needed for data warehouse and frequency of refresh may impact the tools and design of the ETL process
- Refresh cycle to be determined



1 d. An explanation of your technical architecture design strategy for embedding reports and dashboards into the proposed system that are sourced from an outside solution.

Embedding Dashboards and Reports

- Tableau Embedding API (v3)
- Pull the dashboard onto a screen through an HTML inline frame (iframe)
- Create a component to pull the data into THRIVE
- Provide a link

Reporting Capabilities



Bob Havanki
Account Manager

2. Demonstrate and further explain your reporting capabilities within the proposed system including but not limited to:

- a. Demonstrate a federal child support performance report from within the system. Describe the process used to compile your mandated federal reports? Explain where the data needed for the mandated federal reports is sourced from (i.e., directly from the system itself, from an external data warehouse, etc.).
- b. Present to us a list of child support reports that you deliver as part of the proposed solution.
- c. Demonstrate your BI portal and/or general location for report access. Describe your approach to report access and classification including how you group reports and control access levels. Demonstrate how report access is managed. Clarify if report access is managed by system admin or can agency management administer on their own staff access to the reports?
- d. Demonstrate how customizable the reports generated from within the proposed system are? Clarify if end users can make their own customizations and save the report on their own for future use or would that require the effort of a report developer or admin?
- e. Demonstrate the drilldown, sort and filter functions found within the proposed report solution.

Reporting Capabilities



Bob Havanki
Account Manager

2. Demonstrate and further explain your reporting capabilities within the proposed system including but not limited to:

- f. Demonstrate the report export function. Include in your demonstration a list of the exportable formats available (i.e., Excel, PDF, etc.).
- g. Demonstrate the report save function. Include in your demonstration an explanation of where the reports are saved and how they are accessed for future use.
- h. Demonstrate how you safeguard sensitive data in your reports and dashboards (i.e., PII, PHI, FTI, SSA, etc.).
- i. Demonstrate how you safeguard protected participant data in your reports.
- j. If you have indicated that you can deliver predictive analytic reporting demonstrate such a report. Provide an explanation of your definition of “predictive analytics” reporting?
- k. Demonstrate a dashboard from within the proposed system. If available, it is preferred that you demonstrate a case management dashboard. Provide a demonstration of how a case worker would be expected to integrate use of the dashboard into their daily case management activities.

Reporting Capabilities



Bob Havanki
Account Manager

2. Demonstrate and further explain your reporting capabilities within the proposed system including but not limited to:

- I. Demonstrate an example of a data driven decision workflow (a.k.a., knowledge-based decision making, artificial intelligence, etc.) found within the proposed system. Explain how it works and is used to help guide the case management staff and/or management team in achieving positive case management outcomes.
- m. Demonstrate how you safeguard sensitive data in your reports and dashboards (i.e., PII, PHI, FTI, SSA, etc.).
- n. Ensuring our end user community trusts the integrity and accuracy of the data provided to them in data analytic outputs from the modernized system is critical to future adoption and use. Demonstrate the process used to validate data accuracy and completeness within the report development lifecycle.

2b. Present to us a list of child support reports that you deliver as part of the proposed solution.

132 existing reports

**18 CI/CM
2 ENF
1 EST
72 FIN
1 LOC
22 Mgmt/Fed
12 Pat
4 Security**

THRIVE reporting to meet your requirements

Legible listing with descriptions available upon request

Functional Area	Report Name	Functional Area	Report Name
Case Initiation	Pending Referrals Report	Financial	NCP Payment History Report1
Case Management	AlertSummaryDetailsReport	Financial	Print Audit Report
Case Management	AllAlertsReport	Financial	Print DACSES Checks Report
Case Management	Business Intelligence Portal Business Intelligence Case Management Analysis Report	Financial	Receipt Reversal Activity Report
Case Management	Case Aging Report	Financial	Receipt Reversal Activity Report- Summary
Case Management	Close Action Alerts Report	Financial	Refund Check Activity Report - Details
Case Management	Create Report1	Financial	Refund Check Activity Report - Summary
Case Management	Create Report2	Financial	Schedule Processor Excel Report
Case Management	CSENet Errors	Financial	Schedule Processor Pdf Report
Case Management	Disbursement Alerts Report1	Financial	SLOG Monthly Details for NCP report
Case Management	Distribution Alerts Report2	Financial	Sub report of OCSE34 FederalReport2
Case Management	Icor Response Report	Financial	Sub report of OCSE34 FederalReport3
Case Management	Icor Statistical Report	Financial	Sub report of OCSE34 FederalReport4
Case Management	Intergovernmental Required Forms Checklist Table	Financial	Sub report of the OCSE34 Federal Report1
Case Management	MemberAccountStatementDetailsReport	Financial	View All Unidentified Receipt Details Report
Case Management	Note Correspondence Report	Financial	View Billing Statements
Case Management	Potential Merge Report	Financial	View Check Stops and Voids Activity Summary report
Case Management	View Previously Generated Documents	Financial	View Check Stops and Voids Details excel report
Enforcement	Rejection Report	Financial	View Check Stops and Voids Details pdf report
Enforcement	ViewExclusionsReport	Financial	View Daily EFT Changes / Rejects
Establishment	Child Support Calculation	Financial	View Disbursements By Case Report
Financial	Fee Processing Details	Financial	View Held Disbursements for a Date Report
Financial	Business Intelligence Portal Arrears Adjustments Report	Financial	View Held Disbursements Summary Report
Financial	Business Intelligence Portal ARREARS FORGIVEN BY CP REPORT	Financial	View OCSE 34A Quarterly Report
Financial	Business Intelligence Portal Arrears Removed Deceased Participant Report	Financial	View Pending Refund Approvals
Financial	Business Intelligence Portal Direct Pay Credit Adjustments Report	Financial	View Receipts Eligible for Escheatment
Financial	Business Intelligence Portal Monthly SVC and DD Counts Report	Financial	View Reversed Receipts
Financial	Business Intelligence Portal Obligation Modification Adjustments Report	Locate	Locate Income And Quarterly Wage
Financial	Business Intelligence Portal Outstanding Checks Report	Management	Batch Error Report
Financial	Business Intelligence Portal Payment on Arrears Adjustments Report	Management	Business Intelligence Portal Monthly TPR Cases Report
Financial	Business Intelligence Portal Recoupmemt Adjustments Report	Management	BI Portal Supervisor's Uniform Performance Evaluation Report
Financial	Create SVC Instructions Report	Management	Business Intelligence Portal The FV Indicator Changes Report
Financial	DACSES Account Details Report	Management	Business Intelligence Portal Unblurred FTI Printed Report
Financial	Daily Gross Receipts Report	Management	Case Details Excel Report
Financial	Daily Gross Receipts Report	Management	Child Details excel Report
Financial	Daily Recoupmemt Activity Report	Management	Manage Audit Report by Supervisor
Financial	Daily Recoupmemt Activity Report - Current Inventory of Pending Recoupmements	Management	OCSE 157 Federal Report
Financial	Daily Recoupmemt Activity Report - Funds Recovered	Management	Print Queue Error Report
Financial	Daily Recoupmemt Activity Report - Total Count and Amount	Management	Receipt Details Excel Report
Financial	Disbursement Hold Report	Management	Self Assessment Expedited Report
Financial	Disbursements History Report	Management	Statewide Self Assessment Summary
Financial	Disbursement Register - Agency Disbursements	Management	Statewide Self Assessment Summary1
Financial	Disbursement Register - Details	Management	Statewide Self Assessment Summary2
Financial	Disbursement Register - Summary	Management	Statewide Self Assessment Summary3
Financial	Distribution Hold Receipt Hold1	Management	Statewide Self Assessment Summary4
Financial	Distribution Hold Receipt Hold2	Management	Statewide Self Assessment Summary5
Financial	Distribution Hold Receipts Report	Management	Statewide Self Assessment Summary6
Financial	Distribution Hold Receipts Report	Management	Statewide Self Assessment Summary7
Financial	Distribution Hold Receipts Report	Management	Summary Report
Financial	Electronic Funds Transfer Report	Management	View Performance Measures
Financial	Financial Summary Collection	Paternity	BI Portal Born of Marriage Special Report
Financial	Financial Summary Disbursement	Paternity	BI Portal CP Non-Cooperation with Addresses Report
Financial	Financial Summary Distribution	Paternity	BI Portal NCP Mom-Pat Established with 1 Child on Case Report
Financial	Financial Summary Overall Summary	Paternity	BI Portal New VAPP Records Report
Financial	Financial Summary Summary	Paternity	BI Portal Order Exists but Pat Not Established Report
Financial	GetStoredValueCard Report	Paternity	BI Portal Pat Ack Filings w Case Match
Financial	Held Disbursements as of Date Details	Paternity	BI Portal Paternity Ack by Place of Acknowledgment (POA) Report
Financial	Held Disbursements as of Date Summary	Paternity	BI Portal QI Status and PAT Guide Review Report
Financial	Held Disbursements as of Date Summary	Paternity	BI Portal Resolved Petitions with No PAT Guide Report
Financial	Held Disbursement for a Date	Paternity	BI Portal VAP Add/Exist File Report - Modified Records
Financial	Held Disbursement for a Date1	Paternity	BI Portal VAP Match Report
Financial	Monthly Details Report	Paternity	BI Portal VAP Possible Matches Report
Financial	NCP Payment History Report2	Security	BI Portal Restricted Case Access Report
Financial	Print Account Summary Report	Security	BI Portal Restricted Role Access Report
		Security	Familial Case Details Report
		Security	High Profile Case Details Report

2.j. If you have indicated that you can deliver predictive analytic reporting demonstrate such a report. Provide an explanation of your definition of “predictive analytics” reporting?

Predictive Analytics

- Conduent did not propose predictive analytics as part of the DDI though we have the capability if this is a desirable feature of the system
- Goal: "Improve the performance and capability of staff and of the entire program"
- Recommend 5 predictive models address 75% of caseworker actions
 - Case Initiation
 - Support Establishment
 - Early Intervention
 - Enforcement
 - Arrears

Common Problems

- Transfer predictive models without reassessing them against your data
- Poor accuracy - "less than 65%"
- No periodic model validation
- Staff don't believe the model is right, so they bypass it

What you get with Conduent

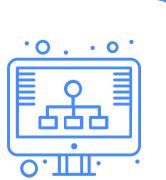
Our Proposal

Benefit to DCF

Effective and Experienced Management



Modern Architecture on an Advanced Platform



Collaboration with DCF, QA, PMO, and Users



Onsite Support and Comprehensive Training



Transparency about status, issues, and risks – active management across DDI tasks

Ability to modify rules and workflow without developers for easier maintenance

One Team philosophy is fully embraced and stakeholders are engaged and have input

Users adopt and use the system to its full potential and feel heard and supported

Q&A

For the Wisconsin Team

CONDUENT

