AGO Collections Account Resolution and Enforcement System (CARES) Program





CARES Implementation Phase

Client Breakout July 21, 2021 ~ 2 - 2:30 PM







Breakout Objectives & Logistics



- Objectives
 - Provide in-depth look at Rollout 1
 - Provide Stakeholder Engagement Dates
 - Discuss benefits of standardization
- Logistics for Client Breakout
 - Breakout will be recorded
 - Attendees should send questions to <u>AGOCARES@OhioAGO.gov</u>
 - Q&A Panel is available if needed
 - Recorded session, PowerPoint & Q&A will be provided on the CARES Program Website
- Additional Breakouts
 - AGO Collections Enforcement Staff along with Special Counsel and Third Party Vendors will have separate breakouts at a later date



Client Breakout Agenda

Topics

Welcome

CARES Rollout 1, State Client Services (SCS)

Timeline & Iteration Plan

Interface Standardization & Data Quality

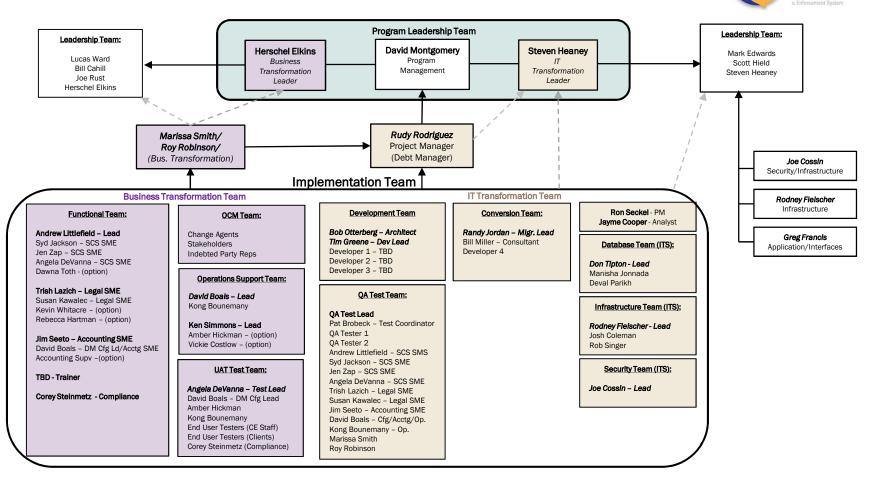
Communications Strategy

Partnering for Success

Section Chief, Lucas Ward

Rollout 1 ~ State Client Services, David Montgomery

Implementation Team



Timeline & Iteration Plan, Rudy Rodriguez



Rollout #1 – Timeline

						Ro	ollout #1 –	State Clie	nt Service	S						
																60
	1-Jun-21		26-Jul-21	23-Aug-21	20-Sep-21	18-Oct-21	15-Nov-21	13-Dec-21	10-Jan-22	7-Feb-22	7-Mar-22		2-May-22		27-Jun-22	18-Jul-22
Milestone	Kick-off	Installation & Training		ADA Testing			Security & Compliance				Execution Complete	E2E Testing Performance Testing	e	UAT / User Training	Go-Live Prep	Go- Live/Supp
Initiation	Kick-off															
Definition		Iteration														
		Planning Document														
Preparation/Design		Plans														
Execution		Dev Install														
Execution																
		Team Training	Iteration 1	Iteration 2	Iteration 3	Iteration 4	Iteration 5	Iteration 6	Iteration 7	Iteration 8	C&R SIT for Iteration 8					
			-	_	3	-		0	'	°						
											C&R Regre	ession / E2E				
				C & R SIT	C & R SIT	C & R SIT	C & R SIT	C & R SIT	C & R SIT	C & R SIT		ting				
					AGO SYSTEM TESTING	AGO SYSTEM TESTING	AGO SYSTEM TESTING	AGO SYSTEM TESTING	AGO SYSTEM TESTING	AGO SYSTEM TESTING	AGO SYSTEM TESTING	AGO SYSTEM TESTING				
			Additional	Environment					~PROD Fr	vironment		AGO				
				talls						oke Testing		Regressn / E2E Testing				
Testing			ADA '	Testing							•	Performance				
												Testing				
							d Compliance dation						U	AT		
															Dress Rehearsals	ļ
												Train the Trainer	Training Prep	End User Training		
Rollout															Prep	Go-Li
					AGO/C&R Responsibilities		AGO Led, C&R Supported		C&R Led, AGO Supported		C&R Owned					

Rollout #1 – Timeline



Week							25	53 57 60
							15-N	Iteration 1
Milestone	Kick-off	Installation & Training					Secur Com	
Initiation								What does an iteration involve? Training Go-Live Prep Live/S
Definition		Iteration Planning						- 4-Week design windows
Preparation/Design		Document Plans Dev Install						- Daily Design Sessions
Execution		Team Training	Iteratio 1	on				- C&R & AGO System Integrated Testing following each iteration
				C & R SIT		R SIT	С 8	Topics for Iteration 1 include:
				Environmen	TESTING		TE	Workflows O Ex: Account Dealing
Testing				stalls Testing		_		Integration O Ex: SCS DFM Certifications (Design)
						Security an Vali	d Com dation	• Other
								 Ex: Letters/Reports Press Rehearsals
								Train the Training End User Trainer Prep Training
Rollout								Prep GO

Rollout #1 – Iteration Plan



Scope is sequenced and prioritized in the Iteration Plan based on risk, business value, and their dependency on other functionality and priorities.

Base Configuration Organization Action/Result Codes Tags Roles/Privileges Integration New Certification File Layout Install DEV/TEST1 	Workflows Account De SCS Collect BKY (Desig Invoicing (IC New Client Content Na Integration CCI (Design KCI Key Ba SCS DFM C (Design) Other Letters/Re 	tions n) Design) (Design) vigator (Design) n) nk (Design) iertifications	 Workflows Payment Plans Settlement Off BKY Discharge Integration DPO - Debtor DPI Payment F SA0 - Sage E Payment Porta Other Letters/Repor Roles/Privileg 	ers Portal Out Processor In tracts II	Workflows Payment Options Checks/Wires Legal Payment A Client/AG Fee Pro DPY & WD Invoid Integration TNA NACHA TCO Checkwriter Other Letters/Reports	pp ocessing	Workflows Color of Office Checks Legal Payment App Client/AG Fee Processing DPY & WD Invoicing NSF & Returns Stale Check Stop & Cancel Integration Dialer import SOO State Offsets Request Content Navigator Other Letters/Reports
Workflows BKY Trust Legal Pay NSF & Re Stale Che Stop & Ca Integration SOI State 	off/ Manual Refunds curns ck ncel Offsets Collections Payables Out avigator	Iterati Workflows • Offsets • Transaction Requests/Und • MISC Offset Integration • OPI Oaks Resj • Content Navig Other • Letters/Report	claimed Funds ponse gator	Vorkflows • BKY Admin • MISC Offse Integration • LBI Letter F • Content Na Other • Letters/Re	t Batch vigator	Vorkflows Intake/ RES Cancellation Deceased Integration Content Nav Other Letters/Rep	igator



When are you needed?

- Collaboration is the key to success
- Interested Agency POC's in Rollout 1 are encouraged to voice their desire to participate
 - Consistent resources needed to ensure continuity of knowledge

Client C	ertificati	on Interfa	ice File		Report	Design		F	Report Design		User Acceptance Testing & Training
	Iterat	ion 1			Iterat	ion 2		Iteration 5	Iteration 6	Iteration 7	Post Iterations
26-Jul	02-Aug	09-Aug	16-Aug	23-Aug	30-Aug	06-Sep	13-Sep	15 NOV - 06 DEC	13 DEC - 03 JAN	10 JAN - 31 JAN	MAY - June 2022
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Interface Standardization & Data Quality, Lucas Ward

Interface Standardization

Where are we Today?

Currently, CUBS processes over 70 unique file formats

Where do we want to be?

This standardization allows for the:

CARES is moving to standardized file formats.

 Streamlining and simplification of many processes

Each unique file format has its own processing stream for essentially the same information

Staff to focus on bringing other services to the application



Data Quality

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<u>AGO relies on clients</u> to provide the information necessary for quality customer service/ coordinated collection efforts

• **Opportunity** – Improve identification/ quality of service to indebted parties with multiple accounts. Two key certification file fields necessary for this improvement:

CRN – Client Reference Number

- What it does?
 - Provides account-level detail to communication what is owed and why
- Why is it important?
 - Many indebted parties have multiple accounts certified to AGO and details are necessary for each account

DRL – Data Reference Line



- What it does?
 - Attaches multiples accounts/ CRNs to a single indebted party
- Why is it important?
 - Allows indebted parties to understand the total obligation
 - Allows AGO/ External Partners to coordinate communication/ efforts to resolve the debt
- Both fields are critical to customer service
- Both fields are critical to successful collection on your behalf
- Both fields are critical to Rollout #1 (CUBS vs DM)

Communications Strategy, Herschel Elkins

Communications Strategy



Go-Live Readiness Strategy

This strategy is designed to prepare audiences who are approaching go-live within 12-18 months for the activities occurring as part of their rollout

These groups will be engaged on a regular, more frequent basis than the long-term group through communications and activities that include:

- Readiness Workshops
- Low Level Design Sessions
- Readiness/Pulse Surveys
- Virtual Training Sessions & Materials

This strategy enables the Program team to be transparent, consistent and flexible in order to meet your needs over the next year.

Go-Live Readiness Activities



Readiness Workshops provide an opportunity for the Program team to meet with clients to discuss upcoming activities, share Program updates, gather feedback and provide support leading up to go-live



Low Level Design Sessions are led by the C&R team and provide opportunity for clients to discuss design needs for the detailed design of CARES and the surrounding ecosystem of technology

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Readiness/Pulse Surveys are distributed leading up to each rollout in order to measure audience awareness, understanding and overall sentiment of the Program and upcoming go-live

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Virtual Training Sessions & Materials provide business and technical stakeholders with the knowledge and resources to implement CARES effectively within 1 month before go-live.



CARES Resources

The CARES leadership team is dedicated to transparency; In addition to the development of engagement strategies intended to keep stakeholders informed, the following resources and channels of communication are always available to those impacted by the CARES Program.

CARES Mailbox

The AGOCARES mailbox will be used by the program team to distribute CARES communications to stakeholders and respond to inquiries regarding the Program.



CARES Website

This website serves as your resource for the most up-to-date Program information and updates

Stakeholder Contacts

Stakeholder POCs serve as a direct resource, providing a channel of communication between each audience and the Program team

Have questions, feedback or concerns? Please email the AGO's CARES Program team at <u>AGOCARES@OhioAGO.gov</u>

Partnering for Success, Lucas Ward

Thank You!

