

AGO Collections Account Resolution and Enforcement System (CARES) Program



CARES Implementation Phase

Client Breakout

July 21, 2021 ~ 2 - 2:30 PM



DAVE YOST
OHIO ATTORNEY GENERAL

C&R Software
Collections & Recovery Simplified

Deloitte.

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 AGOCARES@OhioAGO.gov
 - 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

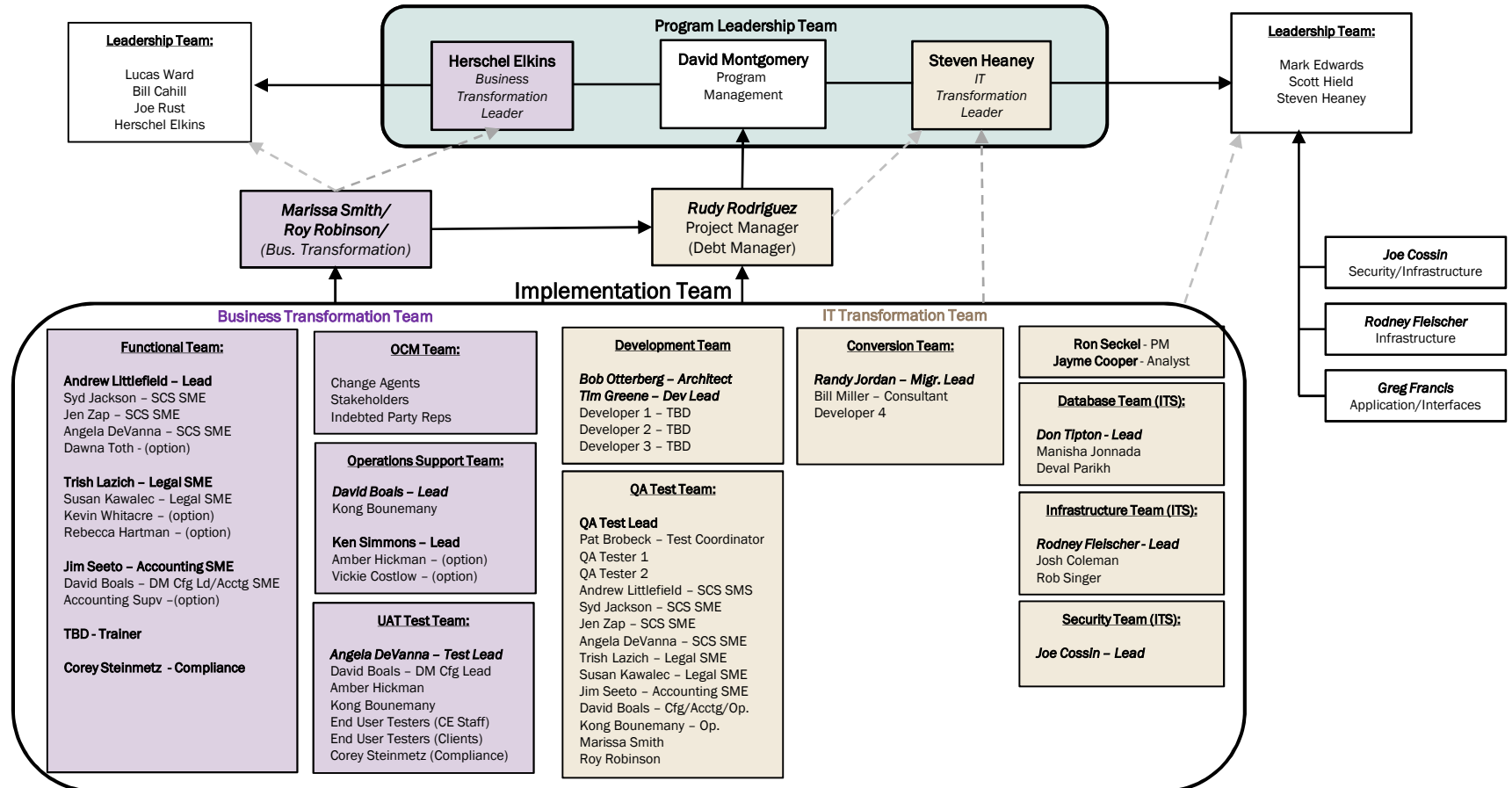
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**Section Chief,
Lucas Ward**

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Rollout 1 ~ State Client Services, David Montgomery

Implementation Team



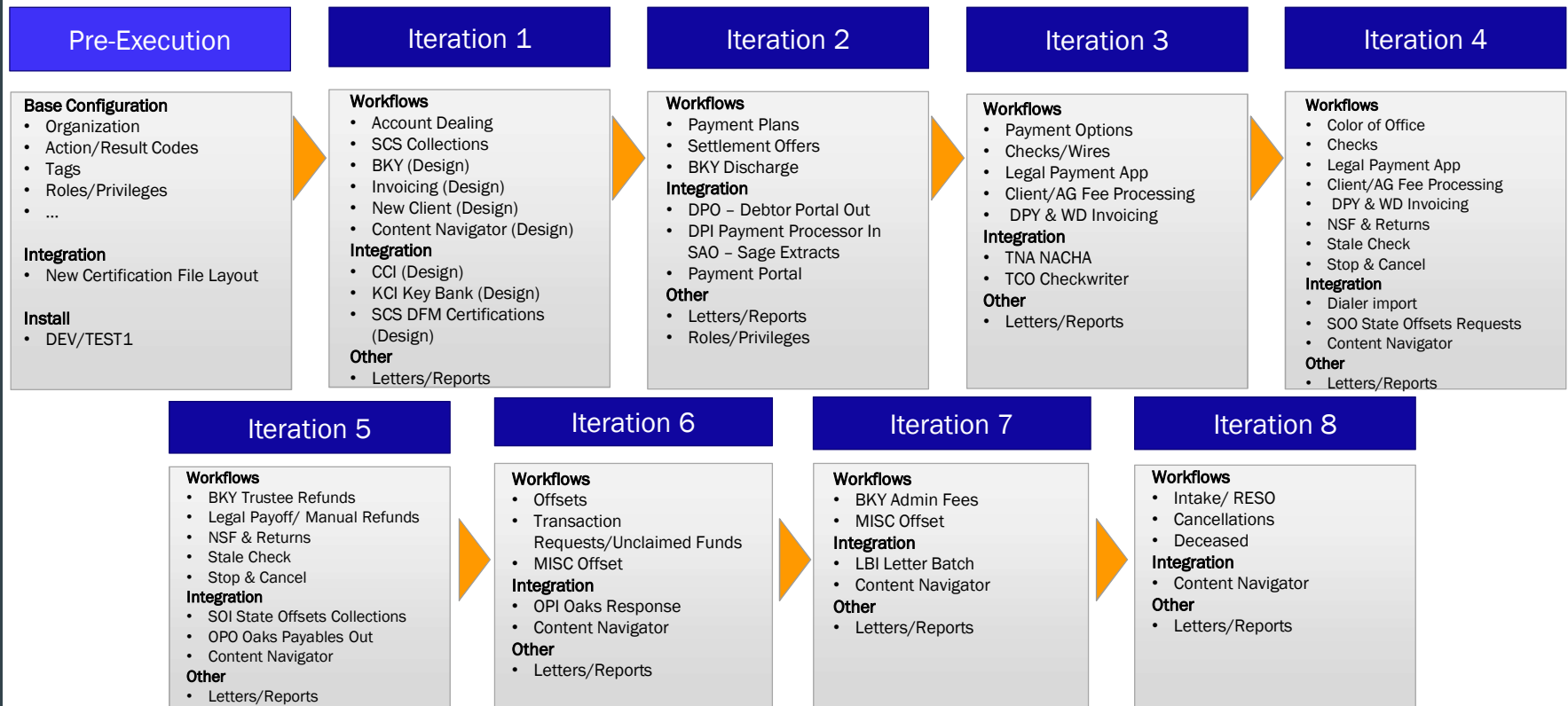
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Timeline & Iteration Plan, Rudy Rodriguez



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.





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 Certification Interface File				Report Design				Report Design			User Acceptance Testing & Training
Iteration 1				Iteration 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

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



Where do we want to be?

CARES is moving to standardized file formats. This standardization allows for the:

- Streamlining and simplification of many processes
- Staff to focus on bringing other services to the application

Data Quality



AGO relies on clients 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)

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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



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



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 AGOCARES@OhioAGO.gov

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Partnering for Success, Lucas Ward

Thank You!

