CARES Implementation Phase

Rollout 1 – Client Reporting Overview & Strategy

September 27 ~ 1– 3 PM

DAVE YOST
OHIO ATTORNEY GENERAL

Objectives & Logistics

- Objectives
  - Provide Rollout 1 Status Update
  - Discuss Reporting Strategy in CARES
  - Discuss Initial Dual Environment Plan
- Logistics
  - Session will be recorded and made available along with PowerPoint & Q&A
  - Send questions to AGOCARES@OhioAGO.gov
    - Q&A Panel is available if needed

Agenda

Agenda Items	Presenter
Welcome	Lucas Ward
CARES Rollout 1 Progress Update	David Montgomery
Reporting Strategy Report Access & Dual Environment	Roy Robinson Marissa Smith
CARES Engagement & Communications	Herschel Elkins
Open Q & A	
Wrap-up	Lucas Ward

Welcome,
Lucas Ward

CARES Rollout 1 Progress Update, David Montgomery

CARES
Collections Account Resolution & Enforcement System

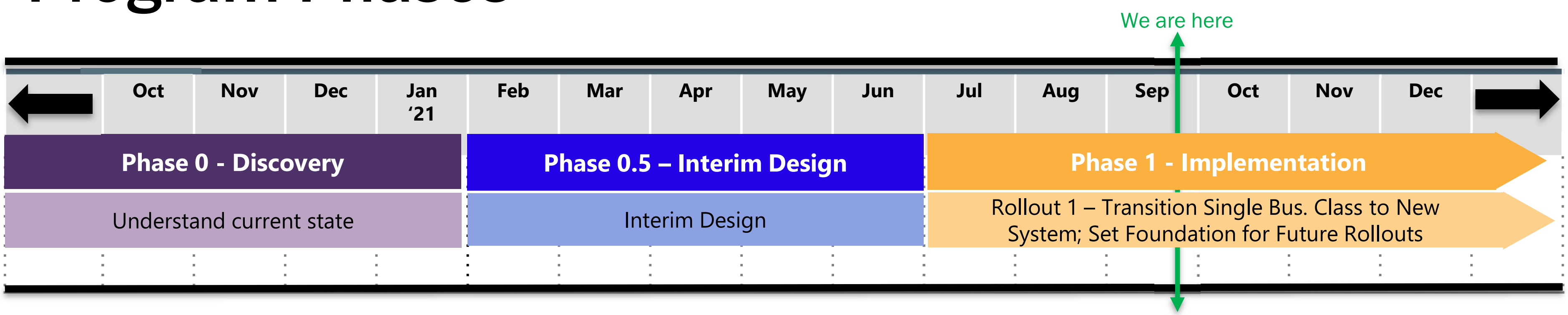
CARES Status Update – Limited SCS Agencies

As part of the implementation strategy, Rollout 1 of the Implementation Phase will see the new system "turned on" for workflows, interfaces, reports and letters – the basics – but only for new debt accounts (those with new certifications in the last two years) within the State Client Services Portfolio.

Currently, the following 34 state agencies and 66 client IDs have been identified as part of the limited SCS group participating in Rollout #1:

- **Attorney General**
- **Environmental Protection Agency**
- **Department of Commerce**
- **Department of Aging**
- **Department of Developmental Disabilities**
- **Department of Education**
- **Judiciary/Supreme Court**
- **Opportunities for Ohioans with Disabilities Agency**
- **Public Utilities Commission of Ohio**
- **Auditor of State**
- **Department of Administrative Services**
- **Department of Job and Family Services**
- **Public Employees Retirement System**
- **Petroleum Underground Storage Tank Release Compensation Board**
- **Adjutant General**
- **Department of Agriculture**
- **Court of Claims**
- **State Board of Cosmetology**
- **Department of Natural Resources**
- **Department of Veterans Services**
- **Ohio Elections Commission**
- **Ohio Ethics Commission**
- **Department of Insurance**
- **Ohio Housing Finance Agency**
- **Highway Patrol Retirement System**
- **Ohio Lottery Commission**
- **State Medical Board**
- **Office of Consumers' Counsel**
- **Ohio Industrial Commission**
- **Police and Fire Pension Fund**
- **Occupational Therapy, Physical Therapy, and Athletic Trainers Board**
- **State Employment Relations Board**
- **State Teachers Retirement System**
- **Treasurer of State**

Program Phases



Through a review of the current state, "pain points" are discovered. Focus on defining Business Requirements and high-level system design.

Also: Identify stakeholders and develop an engagement plan.

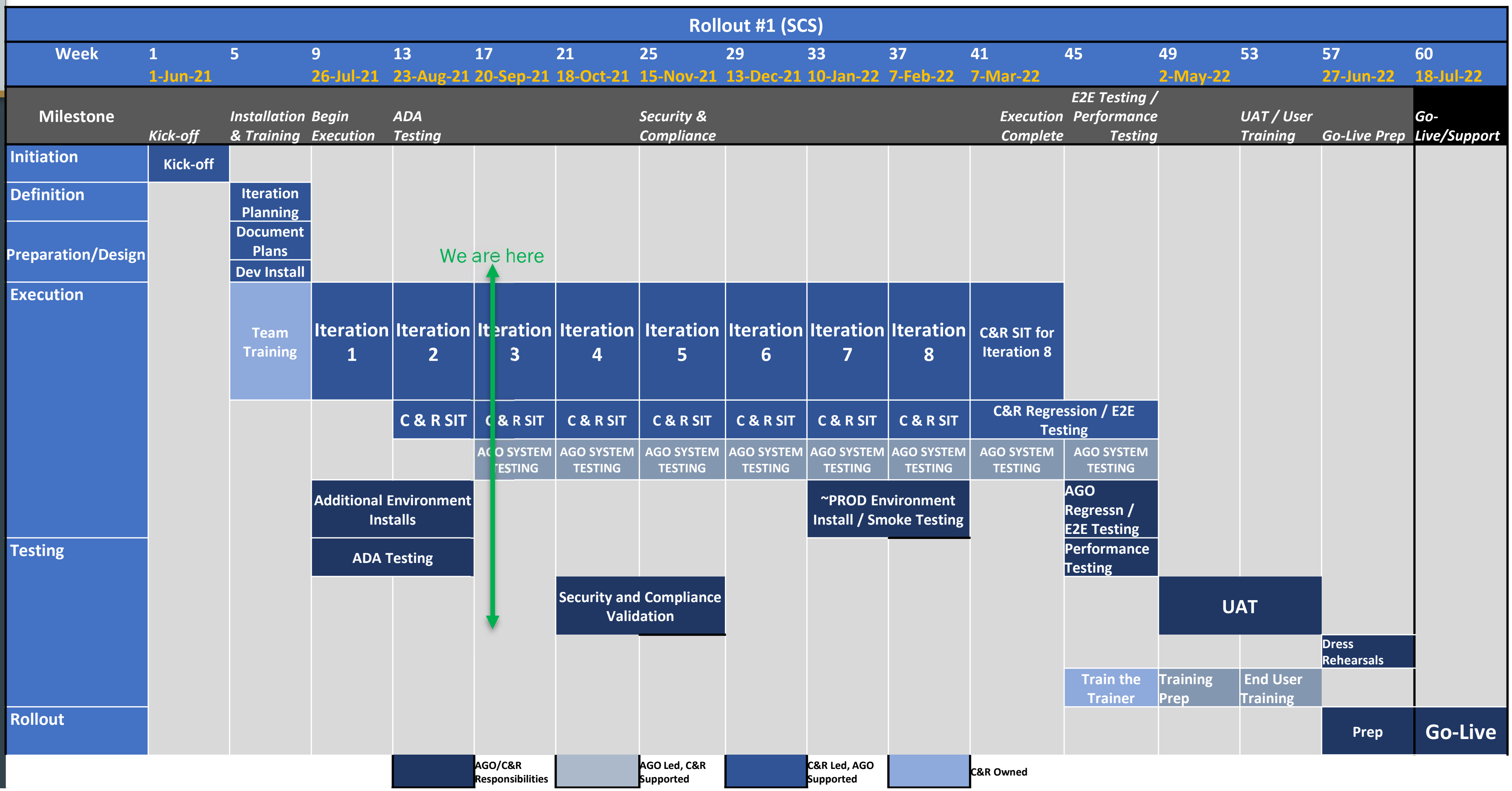
Kick off low-level design of functionality that applies to all business classes. Hold workshops to design external partner workflows and inbound/outbound interfaces.

Also: Initiate the organizational hierarchy configuration for Debt Manager.

Transition successfully to new system and processes after verifying that the business, functional and technical requirements are met.

Also: Conduct subsequent rollouts by business class with detailed, low-level design taking place as needed.

Rollout #1 – Implementation Timeline



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.

Pre-Execution

Base Configuration
- Organization
- Action/Result Codes
- Tags
- Roles/Privileges
- …

Integration
- New Certification File Layout

Install
- DEV/TEST1

Iteration 1

Workflows
- Account Dealing
- SCS Collections
- BKY (Design)
- Invoicing (Design)
- New Client (Design)
- Content Navigator (Design)

Integration
- CCI (Design)
- KCI Key Bank (Design)
- SCS DFM Certifications (Design)

Other
- Letters/Reports

Iteration 2

Workflows
- Payment Plans
- Settlement Offers
- BKY Discharge

Integration
- DPO – Debtor Portal Out
- DPI Payment Processor In SAO – Sage Extracts
- Payment Portal

Other
- Letters/Reports
- Roles/Privileges

Iteration 3

Workflows
- Payment Options
- Checks/Wires
- Legal Payment App
- Client/AG Fee Processing
- DPY & WD Invoicing

Integration
- TNA NACHA
- TCO Checkwriter

Other
- Letters/Reports

Iteration 4

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 Requests
- Content Navigator

Other
- Letters/Reports

Iteration 5

Workflows
- BKY Trustee Refunds
- Legal Payoff/ Manual Refunds
- NSF & Returns
- Stale Check
- Stop & Cancel

Integration
- SOI State Offsets Collections
- OPO Oaks Payables Out
- Content Navigator

Other
- Letters/Reports

Iteration 6

Workflows
- Offsets
- Transaction Requests/Unclaimed Funds
- MISC Offset

Integration
- OPI Oaks Response
- Content Navigator

Other
- Letters/Reports

Iteration 7

Workflows
- BKY Admin Fees
- MISC Offset

Integration
- LBI Letter Batch
- Content Navigator

Other
- Letters/Reports

Iteration 8

Workflows
- Intake/ RESO
- Cancellations
- Deceased

Integration
- Content Navigator

Other
- Letters/Reports

Iteration 1 & 2 Results

Each build item must flow through the cycle below as part of the implementation cycle before we consider it approved for use in the new Debt Manager System:

Build Items
Workflows
Letters
Reports
Interfaces/ETLs (extract & load)

At the end of Iteration 2, we are currently at :

- 10 of 33 Workflows active (5 in design, 3 in build, 2 in SIT test)
- 14 of 25 Letters in process (5 in design, 3 in build, 6 in SIT test)
- 8 of 19 Reports in process (3 in design, 2 in build, 3 in SIT test)
- 4 of 14 Interfaces in process (2 in design, 2 in build)

Reporting Strategy, Roy Robinson

Reporting Strategy

- The Attorney General's Office is leveraging the technology of Debt Manager and the Out of the Box Reports already available
  - There are 98 reports available within the system
- Minimal custom reports will be developed based on business need

Account Reports

- Account Master List
- Account Status Report
- Account Tag Summary
- AR Analysis Event Report
- Case Account List Report
- Case List Report
- Collection Activity Report
- Consumer Address List
- Consumer Fact Sheet
- Consumer Master List
- Consumer Tag Summary Report
- Postal Code Analysis
- Student Loan Increases
- Tag History Report

AAM Reports

- Service Requests Report Summary
- Service Requests Report Detail

Contact Reports

- Collector Activity
- Consumer Last Contact
- Contact Attempts
- Notice Sent List
- Notices by Status

Creditor Reports

- Creditor Analysis
- Creditor Fees Report
- Creditor Inventory by Workgroup
- Creditor Ranking Report
- History Analysis
- Monthly Spindown Report
- Paid in Full by Creditor
- Status of Accounts by Creditor

Daily Reports

- Accounts to Come off Hold
- Acknowledgement Letter
- Cash Journal Report
- Consumers to Come off Hold
- Credited User Totals
- Credited User Totals by Consumer Workgroup
- Creditor Cash Journal
- Creditor Return Letter
- List of Pending Payments
- Rollover Status Reports
- New Business Batch Status Report
- Unreleased New Business Batch Status Report

SAMPLE

Reporting Strategy

Current Client Scheduled Compass Reports	Debt Manager Solution
LGC Inventory Report(s)	Combination of OOTB Reports and Custom Inventory Reports to be developed in Rollout 1
Client Inventory Report	
AGCE-Monthly Status Report	Tag History Report - OOTB w/ Filter Applied
Write Off Report	
Bankruptcy Discharge Report	
Bankruptcy Status Report	
LGC Legal Hold Report	
Weekly Client Collection Activty Report	Client Invoice and Statements - OOTB with minor adjustments
Compromise Reporting	To be addressed as a part of rollout 2 during the OIC implementation
ICE Interface Reporting	To be addressed during the respective rollouts as a part of the Interface Response Files
ITAS Interface Reporting	
STARS Interface Reporting	
BWC-CORE-FTI Payment Tape Errors	

Reporting Strategy – Sample Report

The **Account Master List** report is a detailed, filtered listing of all of the consumer accounts available in the system.

Consumer ID	Creditor Ref ID	Account Organization ID	Creditor	Consumer Name	Workgroup	Primary Tag	Original Balance	Current Balance	Total Paid	Placement Date
1078052	43745450036277	1077852	CRD005	MADAMS, BRIAN	BSmth		$1,860.09	$1,861.09		4/1/2011
1078078	4301745450036277	1077878	CRD007	GARCIA, BRIAN	Medical		$795.09	$796.09		4/1/2011
1078079	4307687000599	1077879	CRD007	GARCIA, ROBERTO	Medical		$486.69	$332.79	$154.90	4/1/2011
1078080	43017312223788	1077880	CRD007	GARCIA, JERRY	[illegible]		$1,074.44	$753.43	$817.25	4/1/2011
1078053	4300005499	1077853	CRD005	[illegible]	[illegible]		$3,936.69	$3,937.69		4/1/2011
1078081	4301111110199	1077881	CRD007	[illegible]	[illegible]		$595.23	$489.98	$106.25	4/1/2011
1078083	430173134344688	1077882	[illegible]	[illegible]	Medical		$1,168.34	$1,169.34		4/1/2011
1078065	437454500A36277	1077865	[illegible]	[illegible]	BSmth		$509.09	$510.09		4/1/2011
1078054	430173224788	[illegible]	[illegible]	[illegible]	BSmth		$3,080.45	$2,974.60	$1,500.00	4/1/2011
1078082	54187098937599	1077883	[illegible]	GARCIA, AL	Medical		$467.73	$468.73		4/1/2011
1078055	43014110199	1077855	[illegible]	OMADAMS, SCOTT	BSmth		$4,721.23	$4,722.23		4/1/2011

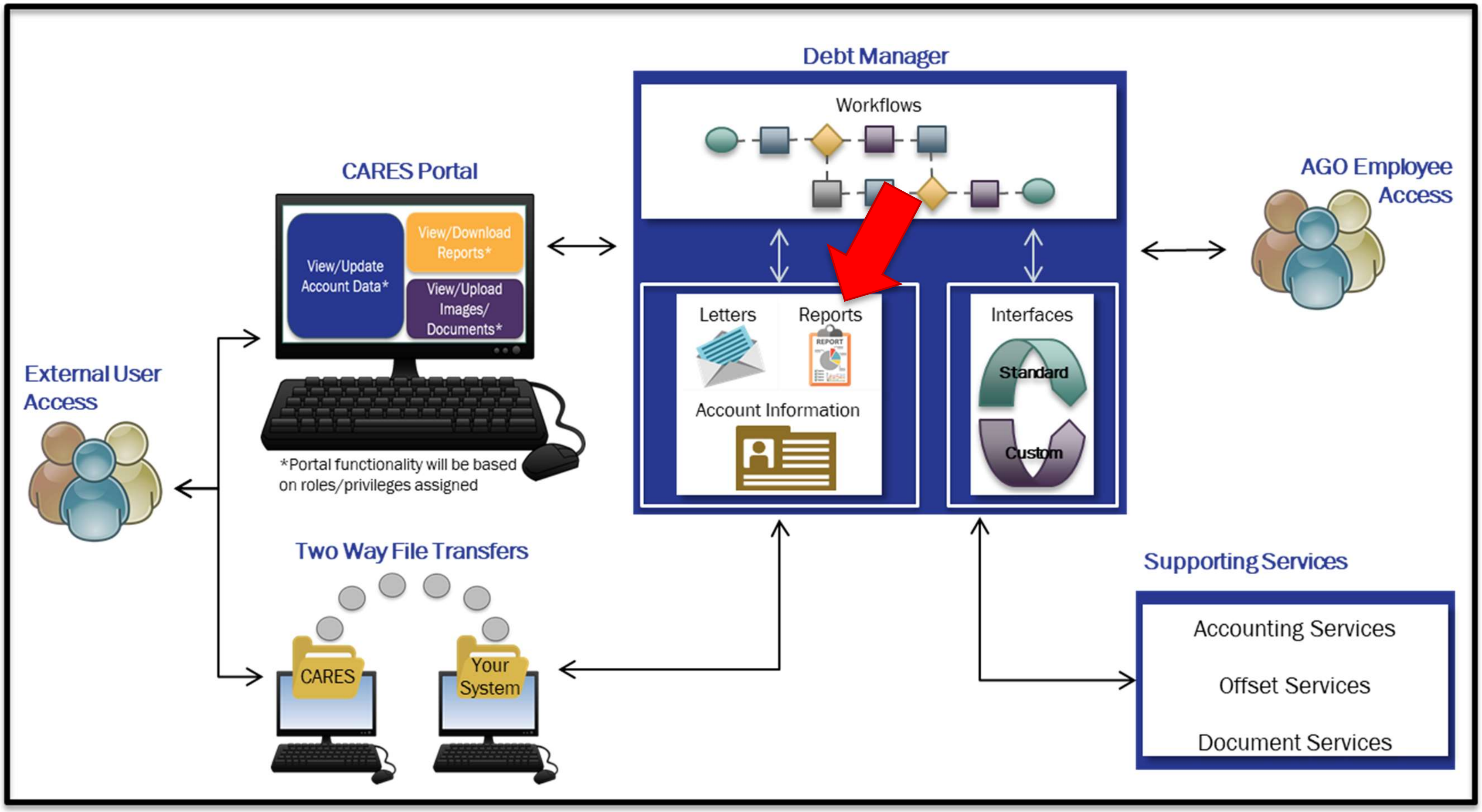
SAMPLE

Report Access & Dual Environment Strategy

Marissa Smith

Report Access

End State for Reports Access



Dual Environment for Reports Access

The Dual Environment only applies to the SCS clients in Rollout 1

There are two options being explored for report access during this time:

1. CUBS legacy reports (current state) will remain in Compass and Debt Manager reports for new accounts will be placed in the same Compass location
2. CUBS legacy reports in Compass and Debt Manager reports to be emailed

CARES Engagement & Communications, Herschel Elkins

Communications Strategy

Stakeholders will be engaged at various frequencies throughout the remainder of the CARES Program based on their involvement in each rollout

Go-Live Readiness

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

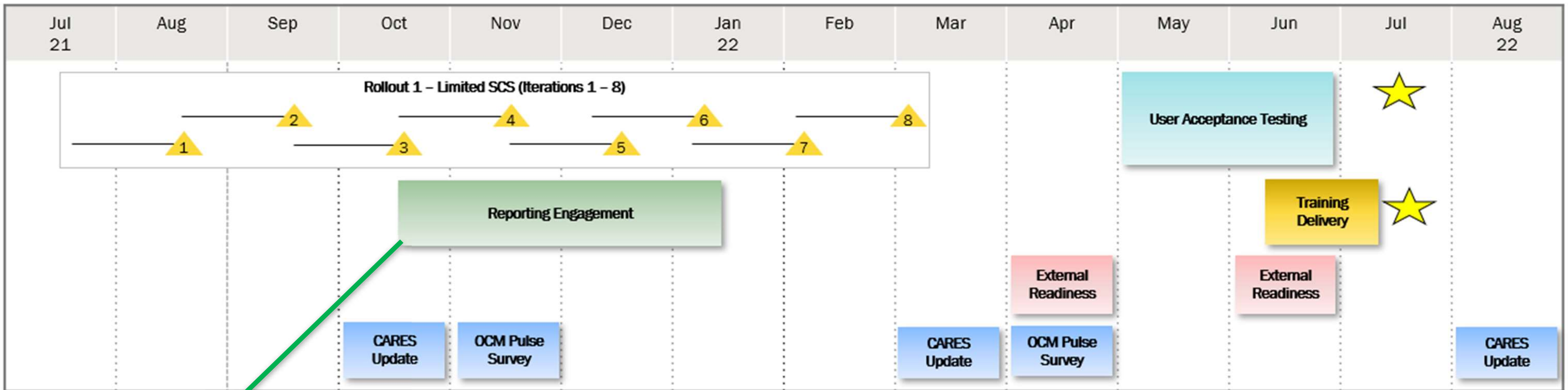
Long Term Communications

Designed to keep audiences **not approaching go-live within 12-18 months** informed about the program's status and timeline

These groups will be engaged on a **regular, less frequent basis** than the go-live group through written communications and activities that include:

- Written communications
- Pulse Surveys
- Continuation of existing meetings/updates

Rollout 1 Engagement



- Reporting Engagement
  - Iteration 4 (18 OCT – 12 NOV)
    - Reporting Needs Summarized by Report/Category
  - Iterations 5 & 6 (15 NOV – 07 JAN)
    - Report walkthroughs

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 Website

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

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.

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 or visit the CARES Website at https://www.ohioattorneygeneral.gov/Business/Collections/CARES-Program/About

Q & A Session

Question	Answer
Q1. Can you share the list of 34 agencies in Rollout 1?	A1. Yes. The slide deck will be shared on the CARES Program website. Refer to slide 6 of this document.
Q2. When will we start certifying via CARES?	A2. This depends on where an agency/client sits in the rollout schedule. The 34 state agencies in Rollout 1 will begin certifying in CARES at Rollout 1 Go-Live currently set for the July/August 2022 timeframe.
Q3. At what point or iteration will the agencies be engaged?	A3. Twelve to eighteen months prior to the Go Live for the Rollout an agency is in. The current Rollout Plan is laid out on the CARES Program website.
Q4. The current environment requires multiple credentials to login. Will the CARES environment be more user friendly as it relates to credentials and login?	A4. Yes. The goal for the new CAREs environment is to have one portal that has everything needed for client agencies from account information to reports. In addition, the goal is to have self service password resets.
Q5. The suggestion was previously made to make a revision to the praecipe or certificate of judgment form to reflect that the liens bear interest pursuant to ORC 131.02(D). Is this going to happen?	A5. Yes. Although liens will not be in CAREs for some time based upon out rollout strategy, we do plan to revise the lien document.

Thank You!