



INDIANA
DEPARTMENT OF
CHILD
SERVICES

Behind the Scenes of ISETS Help Desk & Financial Units

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Topics Covered

- Life of a Help Desk Ticket (HDT)
- ISETS Triage and Change Requests (CRs)
- Stats on Electronic Payments & Disbursements
- Electronic Funds Transfer (EFT)
- Account & Adjustment Disbursement (AAD)
- Public Assistance Research & Recovery (PARR)
- Undistributed Collections (UDC)
- Indiana State Central Collection Unit (INSCCU)

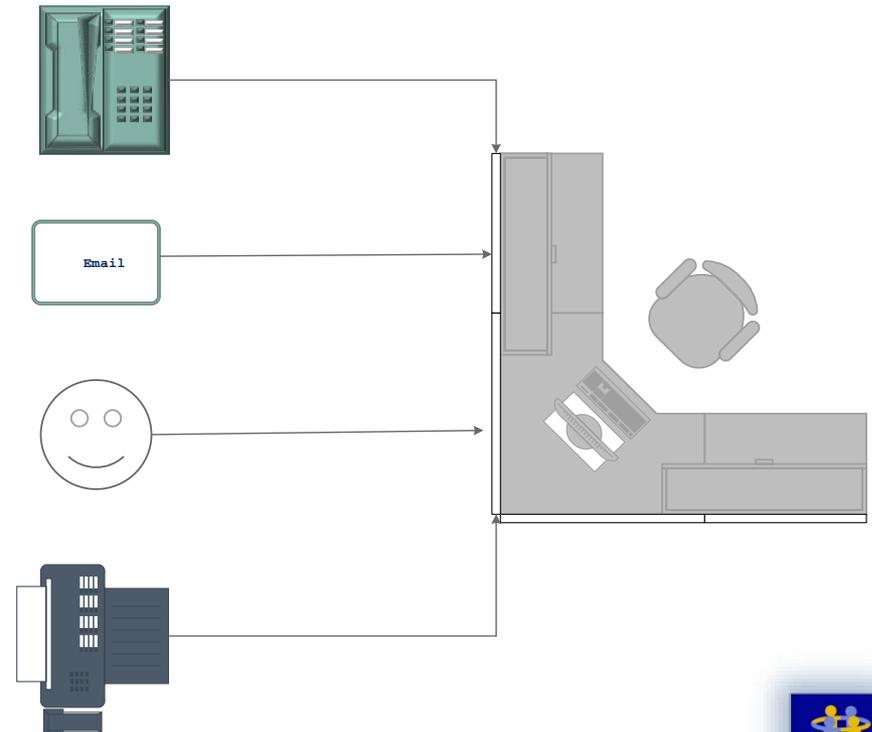


ISETS Help Desk Information

- Perform daily, quarterly, and annual tasks
- Complete research needs on questions presented
- Main focus is our customers
- Help Desk Tickets (HDT) track requests to completion

<https://myshare.in.gov/dcs/isets/CSBResources/Policy%20and%20Training/Training%20Documents/Desktop%20Guides/CountyUserGuide%20Field%20ConsultantHelpDesk%20Revised.pdf>

County User Guide – Help Desk & Field



Help Desk Ticket (HDT)

What is a HDT?

Gathers information in reference to the customer, assistance needed, resolution, and is a historic record.

When is a HDT opened?

Opened for almost all requests submitted to the ISETS Help Desk.

The screenshot displays the IBM Help Desk Ticket (HDT) form interface. The browser address bar shows "Help Desk Ticket <08:35:52>". The form is organized into several sections:

- Overview:** Includes tabs for Overview, Resolution Information, Links, Approvals, History, and Time Tracking.
- Details:** Contains fields for Type (Help Desk Ticket), Severity (Normal), Filed Against (Help Desk), Owned By (Unassigned), Priority (Unassigned), and Due Date (None). It also includes Info (Unassigned), Estimate, Time Spent, and Correction fields.
- Category Management:** Includes fields for Ticket Category (Unassigned), Ticket Subcategory (Unassigned), Ticket Classification (Unassigned), Office (Unassigned), and County (Unassigned). A "Collapse Section" button is visible.
- Description:** A large text area for entering the ticket details.
- Discussion:** A section for adding comments, with a "Add a comment..." prompt and a "↑" icon.

The IBM logo is visible in the bottom left corner, and the text "Unsupported browser" is displayed in the bottom right corner. A signature "Jazz" is present in the bottom right corner of the screenshot.

Help Desk Ticket (HDT) cont.

Why am I asked so many questions?

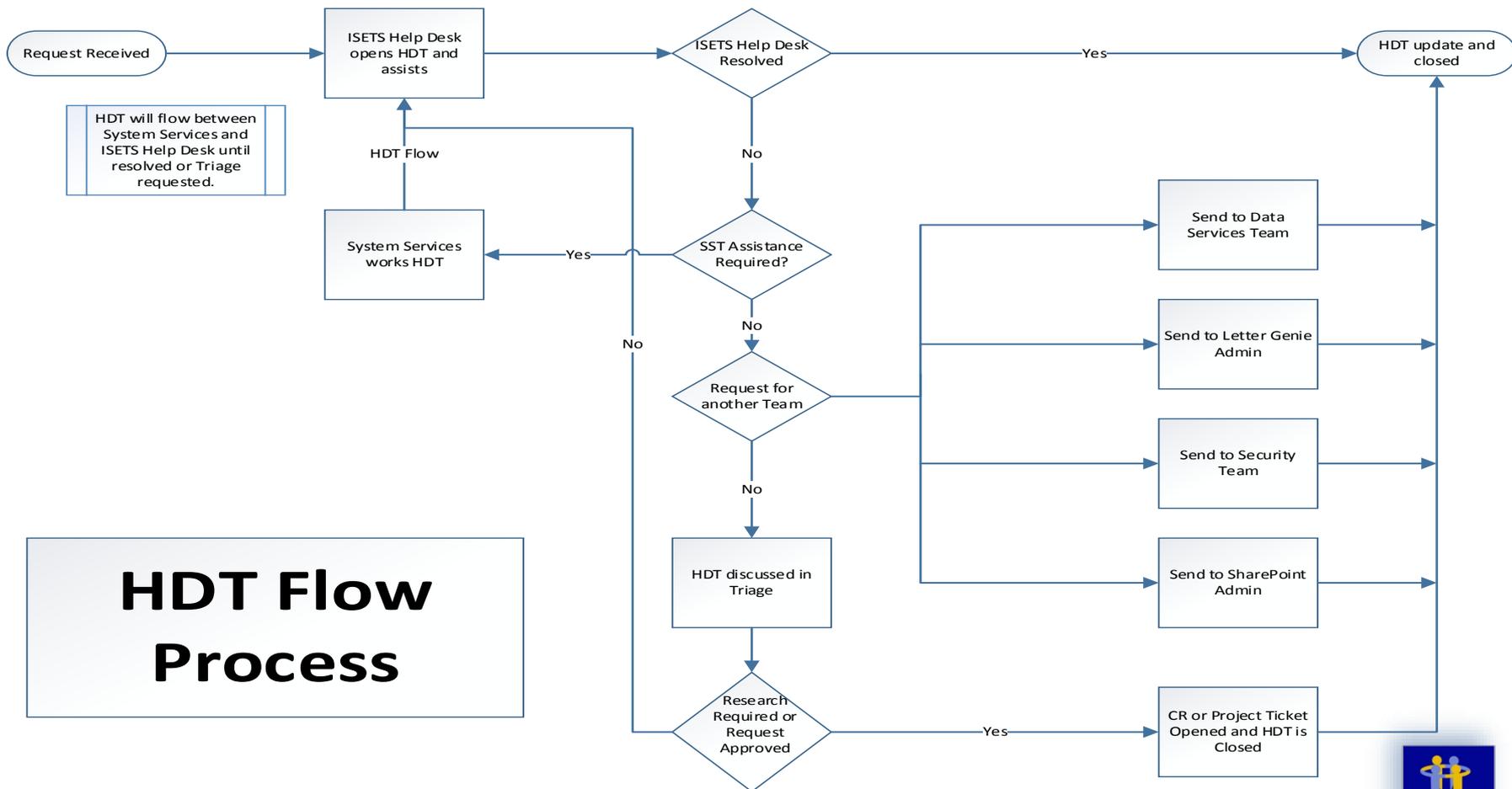
- Questions such as name, office, and county are used for IHD statistics
- Other questions are to determine what assistance is needed or problem that is being reported

Are all HDT closed the 1st day?

- IHD staff assist within same day
- Some requests may require help from CSB IT Teams and take longer
- Some issues reported require being sent to Triage for discussion and research



HTD Flow Process



Most HDTs are resolved by IHD. The chart shows the various other teams a HDT might be assigned to.



TRIAGE

- Triage meeting held every Monday afternoon
- Triage Help Desk Ticket (HDT) filtering process
 - End User Support
 - Production Support
 - 3 months or less than 1440 hours threshold
 - Project Initiation
 - Over Production Support threshold or;
 - Meets one of five criteria elements



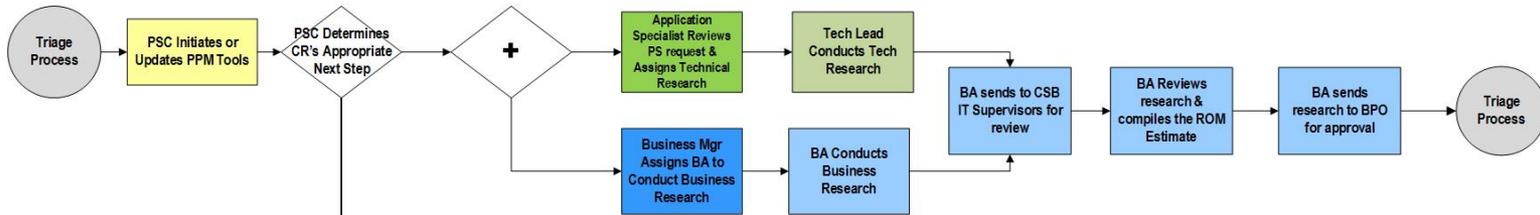
Production Support Change Request (CRs)

- Follow a formal software development life cycle (SDLC)
 - Research, Requirements, Design, Develop, Test, and Implement
- CR status' discussed at weekly meetings
- Training, guides, and communication needs are addressed early
- Issue follow-up process

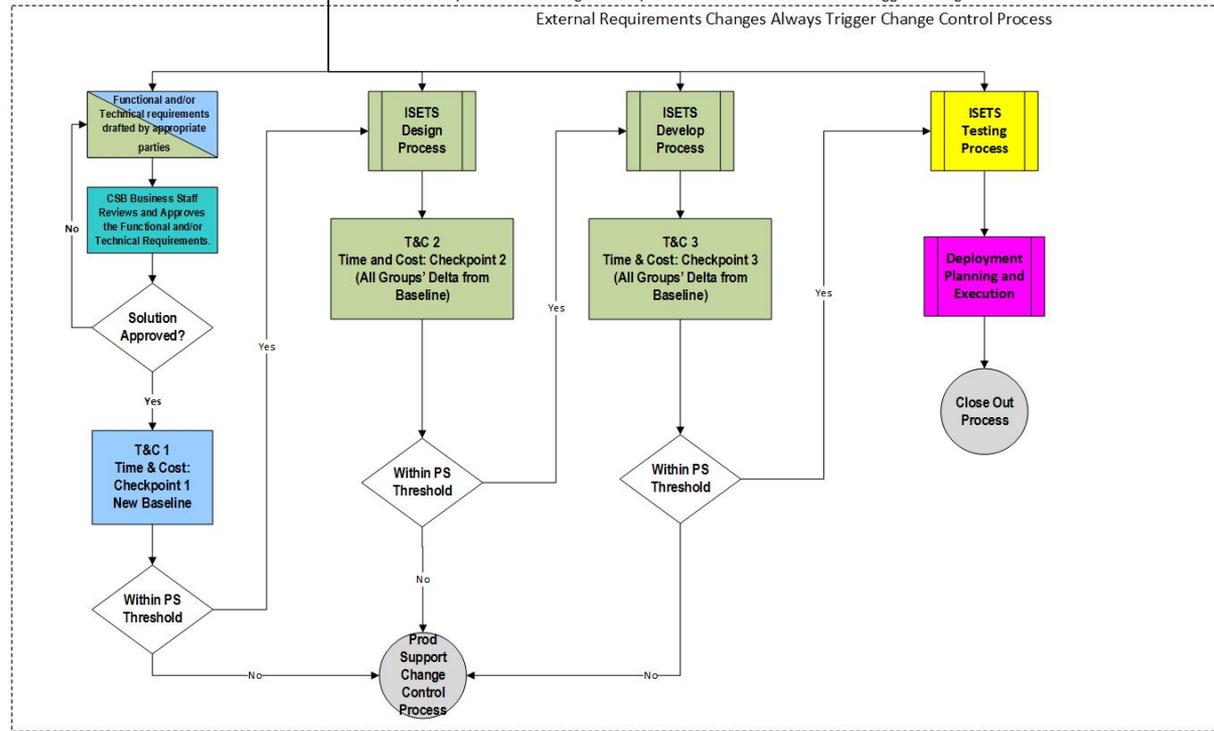


Change Request Flow

Production Support Process (PS)



External Requirements Changes Incorporated into ROM Estimate or Trigger Change Control Process at BA's Discretion
 External Requirements Changes Always Trigger Change Control Process



Color Legend for Primary Responsibility:

- Production Support Coordinator
- Business Manager
- Business Administration
- Technical Manager
- Design/Development Team
- CSB Business Staff
- Test Team
- Maintenance/Production



Stats on Electronic Payments

Electronic payments from 2015

- Employer ACH – 3.1 Million Transactions for \$398.8 Million
- SupportNet – 1.2 Million Transactions for \$141.3 Million
- Credit/Debit Cards – \$38.2 Million (\$85.2 Million from 2013-2015)
- Gaming/Casino – \$719,000 (\$3.2 Million from 2010-2015)



Stats on Electronic Disbursements

Payments went out to custodial parents by these three methods in 2015:

- Direct Deposit – 2.75 mil. trans/\$399 million
- EPPIC Debit Card – 3.8 mil. trans/\$393 million
- Warrants (Checks)-235,000 trans/\$29.9 million



Electronic Funds Transfer (EFT)

- Employer Outreach and Setup New Employers
- Work the EFT Scrubber
- EFT Unidentified Payments
- Contact Employers to Correct Scrubber Errors



EFT – SupportNet

- Employer Outreach & Set up New Employers
- Answer the SupportNet Help Phone Line
- Contact Employers on any Failed Transactions
- Work Not Verified Transactions Report
- Research SupportNet Unidentified Payments



EFT Cont'd

- Direct Deposit Returns
- Update Employer History
- Employer Outreach for IW checks still being sent to the Clerks
- Work Duplicate MPIs sent to CSBDUPMPI@dcs.in.gov



Adjustment Unit (AAD)

Account & Adjustment Disbursement (AAD)

- 2015 - Almost 46,000 Adjustments Completed
- County Assignments for AAD Workers
- Adjustment Requests from Counties and CSB Staff Received via InfoPath Form
- Examples of Adjustment Reasons
- Injured Spouse Request Adjustments
- Returned Warrants Due to Bad Address Adjustments



Main Functions of AAD

- Returned Direct Deposit Due to Closed or Invalid Bank Account Adjustments
- Debit Card Return Adjustments
- Mail Out Repayment Letters
- Set Up Recoupments for Misapplied and Chargebacks
- Process County Account 30/40 Checks for Deposit



Main Functions of AAD Cont'd

- Pulled Warrant Handling
- Work Additional Reports (i.e., IRS Recalls, Potential Payor Refunds, etc.)
- Place HOLD on Participant, Case, or Transaction Based on County Requests



PARR Unit

Public Assistance Research & Recovery Unit

- Complete Affidavit Research
- Research AFDC and UPPA balances on ISETS Cases
 - Research TANF Information
 - Payments Retained by the State
- Work Excess Disbursements (EXDB) Report
- Work Additional Special Projects (i.e., Correct Case Type and Case/Cat/Seq, Tax Money, etc.)



Undistributed Collections (UDC) Unit

- Work Targeted Reports of Undistributed Child Support Money
- Research Transaction to Identify Potential Problem/Solution
- Contact County Office by E-Mail for Resolution
- Submit Adjustment Requests to AAD Unit Based on County Input



UDC Cont'd

- Proactively Work Uncashed Warrants Older than 3 Months
- Replace Lost, Stolen, and Stale Dated Child Support Warrants
- Post Miscellaneous Payments (i.e., Application Fees, Other State “OS”)
- Provide Child Support Income Verifications



IN State Central Collection Unit

- INSCCU Began Operating in 2007
- Processes All Paper Child Support Payments for Indiana
 - Approximately 20% of All Payments.
- Informatix, Inc. is the Current Vendor in Place Since May 14, 2015
- Child Support Bureau has a Contract Manager On-Site to Monitor this Operation



INSCCU - Payments

INSCCU Processes the Following Payments

- Income Withholding (IW)
- Mail-In (MI)
- Annual Support Fees (AS)
- Insurance (IN)
- FIDM – In-State (FI) and Multi-State (MF)
- Interstate Payments (OS)
- Collection Agency (B7)



INSCCU Cont'd

- 2015 – INSCCU Processed Approximately 1.5 Million Payments for over \$198 Million (Average of 125,000 Payments per Month)
- INSCCU Toll-Free Number 1-844-298-3138
- INSCCU fax – 317-241-9635
- E-mail Contacts:
INSCCU_Counties_A-L@informatixinc.com
INSCCU_Counties_M-Z@informatixinc.com



INSCCU – Additional Assistance

Adjustment Requests (For payments posted by 'SDUVNDR1' only) E-Mail:

INSCCU_Adjustments@informatixinc.com

and Cc: Jamie.Kencke@dcs.in.gov

Any issues with any of these contact methods or if you need additional assistance pertaining to the INSCCU, contact the Interim INSCCU Contract Manager, Jamie Kencke



Questions

QUESTIONS??

Future Questions: Refer to Child Support Phone List on CSR for contact names of State CSB staff for each specific unit.

