MINNESOTA FAMILY SUPPORT & RECOVERY COUNCIL

2019 ANNUAL CONFERENCE

Child Support Innovation

Carol Rydberg • Theresa Ogreen • Jackie Forrester • Bruce Erickson
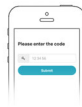
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Menti Instructions
(code below is an example)

Go to **www.menti.com** and use the code **80 21 03**

① Grab your phone
② Go to www.menti.com
③ Enter the code 80 21 03 and vote!

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MENTI

Who is your favorite State Employee?
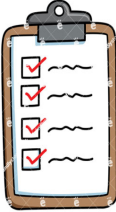Go to: **www.menti.com**

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Agenda

- Credit Card Payments update
- Child Support Manual
- Minnesota Child Support Online (MCSO)update
- New in the Last Year
- Point of Sale (POS)
- Systems Modernization
- Digital Marketing Grant

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Accepting Credit Card Payments

Currently a Business Case
- The goal of a business case is to develop, explore, and eventually make a recommendation on if and how an initiative should move forward.
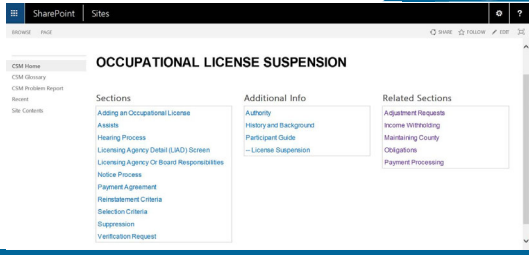
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New Child Support Manual coming in 2020!

Each topic will have an Additional Info box which contains links to any relevant training material.

SharePoint | Sites

BROWSE   PAGE   SHARE   FOLLOW   EDIT

CSM Home
CSM Glossary
CSM Problem Report
Recent
Site Contents

OCCUPATIONAL LICENSE SUSPENSION

Sections
Adding an Occupational License
Assists
Hearing Process
Licensing Agency Detail (LIAD) Screen
Licensing Agency Or Board Responsibilities
Notice Process
Payment Agreement
Reinstatement Criteria
Selection Criteria
Suppression
Verification Request

Additional Info
Authority
History and Background
Participant Guide
— License Suspension

Related Sections
Adjustment Requests
Income Withholding
Maintaining County
Obligations
Payment Processing

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Minnesota Child Support Online (MCSO)

MCSO before rebranding

Minnesota branding on desktop

Minnesota branding on medium sized device

MN Child Support Online

Child Support Services | DHS Public Site | Guidelines Calculator | CSezDocs | Child Support Forms

Welcome to Minnesota Child Support Online

Participants
Register and Sign in
What is provided?

Employers
Register and Sign in
What is provided?

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Minnesota branding on small sized device

DEPARTMENT OF HUMAN SERVICES

MN Child Support Online

Welcome to Minnesota Child Support Online

Participants
Register and Sign in
What is provided?

Employers
Register and Sign in
What is provided?

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MCSO users are increasing

Unique MCSO Users from 10/2017 - 7/2019

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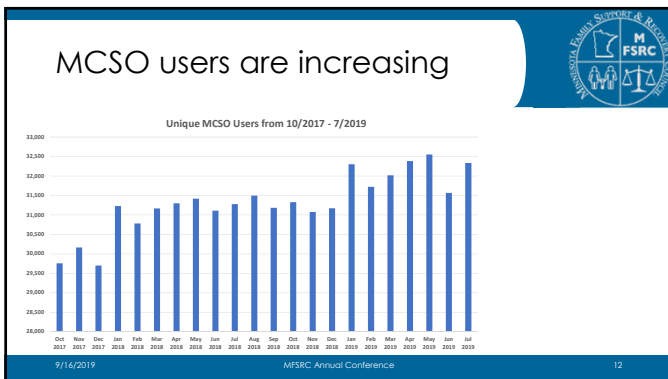
Also new in the last year

- DL reinstatements went from weekly to daily - Oct. 2018

- Central Registry went paperless – June 2019

- Parenting time calendar tool live to counties – Fall 2019

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Let's talk MENTI!

What type of NEW payment source would participants be more likely to use?

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Thank You!

Carol Rydberg

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Point of Sale Payments

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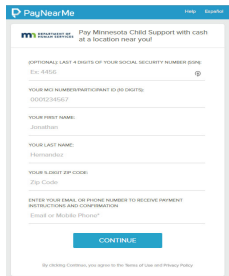

Pay Near Me (PNM)

1. The NCP enter the last 4 digits of their SSN.
2. Their 10 digit MCI/Participant ID number
3. First name
4. Last name
5. Zip code
6. Enter their Email address (if receiving paycode via email) or enter Smartphone Mobile Phone Number (if receiving paycode via SMS text message).
7. Click Continue.

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Pay Near Me

Pay Near Me (PNM)

MoneyGram (MG)

- MoneyGram in all 4,500+ locations
- Customer Service Desk/MoneyCenter
- **Cash accepted**
- Ask for MoneyGram
- Complete a blue ExpressPayment form
- Up to $8,000
  - Walmart Only

Pay Near Me Stats

2018
- 52
- $72,000

2019
- 65
- $121,000

MoneyGram Stats

2018
- 11
- $12,000

2019
- 22
- $29,000

Stats

- In 2019:
  - 68
  - 8

Interesting PNM Facts

- **Over 6 months without Payment**
  - **250 NCP's**
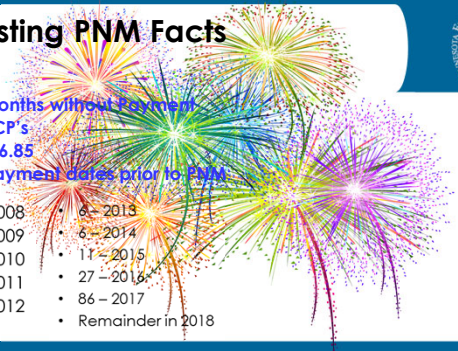 - **$65,376.85**
  - **Last payment dates prior to PNM**

- 2 – 2008
- 2 – 2009
- 1 – 2010
- 3 – 2011
- 1 – 2012

- 6 – 2013
- 6 – 2014
- 11 – 2015
- 27 – 2016
- 86 – 2017
- Remainder in 2018

Interesting PNM facts Cont.

- An NCP who last paid in 2012:
  - Made consistent PNM payments for **8 + months** and
  - Is now paying via INW

- All 3 NCPs who last paid in 2013:
  - Have made multiple payments using PNM

- An NCP who last paid in 2015:
  - Made **23** consistent payments using PNM and
  - Is now paying via INW

- There are almost **400** monthly recurring cash transactions using PNM

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PNM Collection Stats

- 61 Counties have had PNM payments
- Top ten counties as of 7/20/19:

Becker	$19,633.40
Benton	$20,248.01
Carver	$23,724.43
Washington	$26,747.16
Stearns	$30,841.59
Dakota	$46,883.92
Wright	$56,473.82
Anoka	$86,446.01
Ramsey	$105,208.68
Hennepin	$159,687.12

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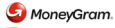
MG Collection Stats

- 44 Counties have had MoneyGram Payments
- Top ten counties as of 7/20/19:

Beltrami	$5,950.00
Becker	$7,377.03
Wadena	$8,284.82
Sherburne	$9,010.00
Steele	$11,030.13
Stearns	$14,307.59
Ramsey	$25,031.21
Anoka	$26,644.02
Dakota	$29,425.70
Hennepin	$99,249.62

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Resources

- PNM brochures are available at the tables outside, please stop by!

- DHS SIR
  - https://www.dhssir.cty.dhs.state.mn.us/PRISM/User_docs/SIRMILO/Payment_Processing/Pages/default.aspx

- DHS Public Website
  - https://edocs.dhs.state.mn.us/lfserver/Public/DHS-7585O-ENG

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QUESTIONS

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Thank You!

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Providing Resources to Improve Support in Minnesota *(PRISM)*

MOVING TOWARDS MODERNIZATION

Where do we start?

$ money

Funding received during the last legislative session to start the PLANNING Phase
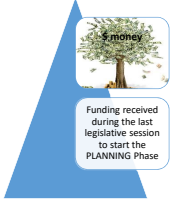
What is the purpose of PLANNING?

- Lay the foundation to conduct a feasibility study
- Gain buy-in from leaders (internally)
- Build our internal team to support the study

What are the Inclusions of the PLANNING Phase?

- Source and Select a vendor to conduct a feasibility study (*via Request for Proposal process*)
- Identify stakeholders (*who will be impacted*)
- Identify resources (*input to the study + provide info to vendor*)

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What is a Feasibility Study?

Provides an <u>assessment or analysis of:</u>
- <u>Policies, process and procedures</u> on a *proposed* project or system

Expected outcome: Provide insight into the solution(s) that aligns with the Child Support Divisions's vision for a functional - modernized child support system

What are the Components of the Feasibility Study

Document the '**AS IS**' (current system)	Document the '**TO BE**' (alternative system)
• Business process analysis	• Review other states systems
• Key users functionality	• Provide costs benefit analysis
• Infrastructure functionality (flow of info between screens)	• Make recommendation (s) on the best solution(s)/approach for modernizing the system
❖ *Identifying Gaps (processes and system functionality)*	❖ *Document and present findings in a comprehensive report for state and federal stakeholders*

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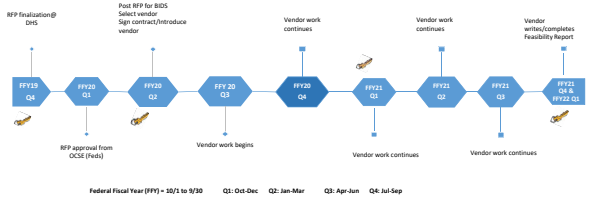
Tentative High Level Timeline

Note: **Timeline is subject to change in either direction**

RFP finalization@ DHS

Post RFP for BIDS
Select vendor
Sign contract/Introduce vendor

Vendor work continues

Vendor work continues

Vendor writes/completes Feasibility Report

FFY19 Q4 · FFY20 Q1 · FFY20 Q2 · FFY 20 Q3 · FFY20 Q4 · FFY21 Q1 · FFY21 Q2 · FFY21 Q3 · FFY21 Q4 & FFY22 Q1

RFP approval from OCSE (Feds)

Vendor work begins

Vendor work continues

Vendor work continues

Federal Fiscal Year (FFY) = 10/1 to 9/30   Q1: Oct-Dec   Q2: Jan-Mar   Q3: Apr-Jun   Q4: Jul-Sep

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STATES WITH MODERNIZED SYSTEMS

State	Completed Modernization	Modernization Path
California	2008	Built from scratch (custom)
New Jersey	2010	Hybrid (MI+ MA +AR)
Colorado	2013	Re-platforming
Florida	2013	Custom off the shelf (SAP)
Delaware	2016	Transferred NJ system
New York	2016	Transfer
New Hampshire	2016	Build from scratch (custom)
Idaho	2017	Re-platforming
Arkansas	2017	Re-platforming
Mississippi	2018	Re-platforming
Massachusetts	2018	Transfer
Oregon	2019	Hybrid (CA+MI+NJ)

Modernization Pathways

Re-platforming: Moving to a different platform (e.g. mainframe to webserver) or migrating to the Cloud

Refactoring: Changing in programming language/code (e.g. from COBOL to Java)

Custom: Build from scratch or using an existing framework and customizing

Commercial Off the Shelf(COTS): Software /hardware products that are ready-made and available to the general public e.g. MS Office

Hybrid: Combination of two or more separate systems to build one functional system

Enterprise: Same architecture for multiple human services system (child support will be built with this in mind)

Note: Twenty (20) other states are currently modernizing their systems. See System Modernization web page on DHS-SIR for details

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Communication At-A-Glance

2018/19 – questions and suggestions were submitted to the DHS SIR System Modernization webpage. Few common FAQ topics are/were:

- **Providing Input**
  - How can the counties provide input?
  - How can I participate at an individual level?
  - Will there be input gathered from all levels of the Child Support workers?

- **Functionality (how will the system work)**
  - Will spell check, edit and filter functions be standard features?
  - Will there be additional search options for clients? Example - by phone number
  - What type of system will it be? Example - web based

Note: Additional questions and suggestions can be found on the Systems Modernization webpage on DHS SIR

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Communication At-A-Glance

- **Please share your suggestions/questions via the DHS SIR site below**
- **Site will be updated monthly with project status**

Welcome to Child Support Systems Modernization!

When we help each other, we create a brighter future for Minnesota.

Timeline / Status Update
FAQs
Meet the team!
Submit a Suggestion
Definitions
Links
Calendar
Archive

Where is the webpage located?
- Login to DHS SIR
- Select PRISM (system)
- From the PRISM Content Area select System Technology
- Select System Modernization

https://www.dhssir.cty.dhs.state.mn.us/PRISM/SystemsModernization/_layouts/15/start.aspx#/SitePages/Home.aspx

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Thank You!

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CSD – Digital Marketing Grant Update

MFSRC Conference
New Initiatives Panel
October 2019

Digital Marketing Grant Update

- Two-year, $500,000 grant with two primary goals:
  - Increase new NPA applications
  - Improve communications with participants

- Legislative approval requirement – new timeline as a result

- 12 pilot county partners
  - Metro: Dakota, Hennepin, Ramsey, Wright
  - Northern: Becker, Crow Wing, Koochiching, Pine
  - Southern: Des Moines Valley (Cottonwood and Jackson), Mower, Olmsted, Scott

- MNIT collaboration

Digital Marketing Grant Update

- **Information gathering**
  - U of M Survey Center
  - Mgmt Analysis and Development
- **Targeted digital marketing**
  - Facebook
  - Google AdWords
  - Instagram
  - Pinterest
  - Digital marketing firm
- **Electronic application**

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Time for MENTI!

On which social media platform is your agency most active, e.g. Facebook, Twitter, YouTube, etc?

GO TO: WWW.MENTI.COM

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Digital Marketing Grant - Texting

- Target audience segments in pilot counties
  - Participants who do not have income withholding in place
  - Participants who received notice of pending driver's license suspension and participants with a suspended license
  - Participants with abandoned funds

- Challenges and opportunities
  - MN data privacy laws more restrictive than some states
  - Legal opinion recommending consent before sending texts
    - Why? - Some cell numbers in PRISM not directly from parents – e.g. other parents or employers
  - Child support is the first program at DHS to text participants
  - Getting parent group input
  - Hiring a texting firm

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Thank You!

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Final Questions

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