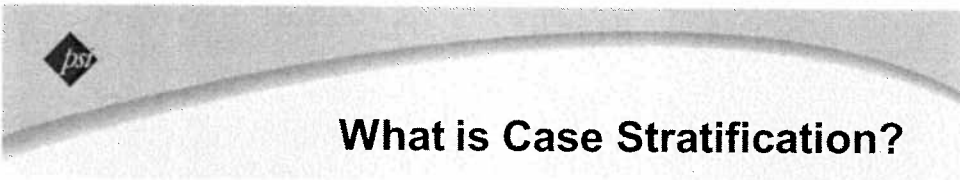


Case Stratification & Predictive Modeling

Michigan Family Support Association
October 15, 2009



What is Case Stratification?

- Stratification involves the assessment and treatment of cases based on specific criteria
- What criteria?
- PSI's stratification model recognizes that NCPs have:
 - Different motivations for making child support payments
 - Different financial abilities to pay support
 - Need different sets of services



Case Stratification Objectives

- Defined scope of work for staff
- Greater efficiency
- Improved morale and job satisfaction
- Increased paying cases
- Improved customer satisfaction

3



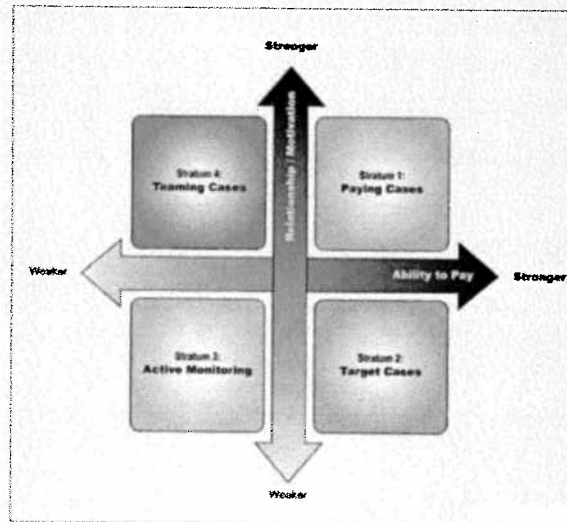
PSI's Case Stratification Model

- Case stratification offers:
 - Different approach to interacting with NCPs
 - Proactive contact and positive reinforcement
 - Teaming with community partners
 - Different office workflow
 - Ability to fit skill sets and personalities of workers with needs of NCPs

4



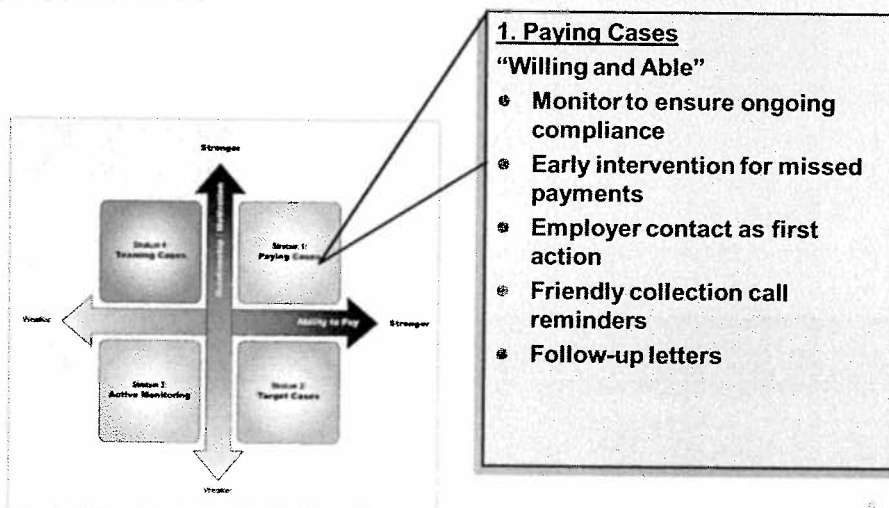
PSI's Case Stratification Model



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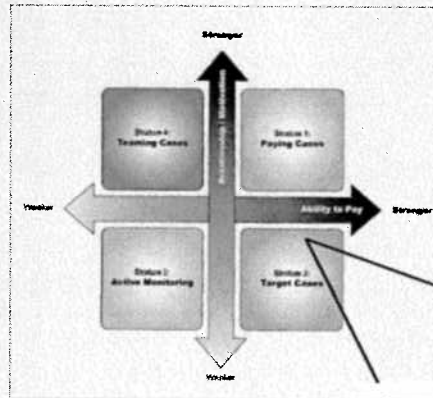
Stratum 1 – Paying Cases



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Stratum 2 – Target Cases



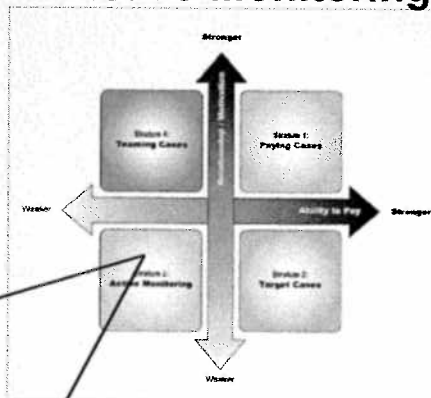
2. Target Cases

"Unwilling but Able"

- Collection Calls as first action
- Escalated contact with NCPs
- Traditional enforcement



Stratum 3 – Active Monitoring



3. Active Monitoring

"Unwilling and Unable"

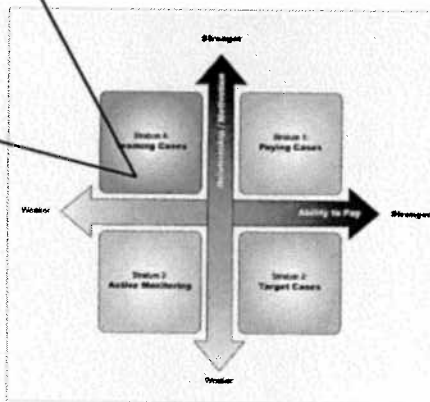
- Monitor for change in status, locate, automated enforcement
- Bankruptcy, incarceration, disability, receiving benefits
- Investigative locate
- Automated locate with new resources



Stratum 4 – Teaming Cases


4. Teaming Cases
“Willing and Unable”

- Referrals to community services to help overcome barriers to payment
- High “touch” case management required



Predictive Modeling


- A tool PSI uses to approach work in a standardized and methodical manner
- Supplements CSES – does not replace it
- What it does
 - Takes data and case assignments from CSES monthly
 - Presents prioritized case listing
 - Allows for filtering of caseload
 - Suggests enforcement action that will likely be most effective



Predictive Modeling Engine

- How it Works
 - Examines individual, historical case data and enforcement action outcomes from CSES
 - Examines “treatment” data documented in data base
 - Prioritizes cases that are likely to fall out of compliance or likely to have a positive outcome to enforcement actions
 - Recommends next action with a known probability of a desired result
 - E.g., License suspension will likely be successful on this NCP; low-level collection call will likely be successful on this NCP; pull out all the stops, this NCP needs a contempt

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CARES

Casework Action and Response Enforcement System

Home Casework List Stop Administration Reports Print Email Logout

99 Casework List Last Updated: 3/15/2008
State System Data as of 3/15/2008

State User id: Womers, Terrence - 140238004

Filter Cases

Filter 1: % Paid: 75

Filter 2: % Paid: 50

Filter 3: Emp Varied: 100/12008

Value Group:

Print Filter

Stop % Paid	Emp	State % Paid	Emp	Stop	Type	Case #	Stop	Type	Case #	Stop	Type	Case #	Stop	Type	Case #	Stop	Type	Case #
1	12122	8.85	8.85	0025	CA	0000000000				Y	0000000000	0000000000						
2	12122	8.85	8.85	0025	CA	0000000000				Y	12122008 12:00 AM	0000000000						
3	12122	8.85	8.85	0025	C	0000000000				Y	12122008 12:00 AM	0000000000						
4	12122	8.85	8.85	0025	CA	0000000000				Y	12122008 12:00 AM	0000000000						
5	12122	8.85	8.85	0025	CA	0000000000				Y	12122008 12:00 AM	0000000000						
6	12122	8.85	8.85	0025	CA	0000000000				Y	12122008 12:00 AM	0000000000						
7	12122	8.85	8.85	0025	CA	0000000000				Y	12122008 12:00 AM	0000000000						
8	12122	8.85	8.85	0025	CA	0000000000				Y	12122008 12:00 AM	0000000000						
9	12122	8.85	8.85	0025	CA	0000000000				Y	12122008 12:00 AM	0000000000						
10	12122	8.85	8.85	0025	CA	0000000000				Y	12122008 12:00 AM	0000000000						
11	12122	8.85	8.85	0025	CA	0000000000				Y	12122008 12:00 AM	0000000000						
12	12122	8.85	8.85	0025	CA	0000000000				Y	12122008 12:00 AM	0000000000						
13	12122	8.85	8.85	0025	CA	0000000000				Y	12122008 12:00 AM	0000000000						
14	12122	8.85	8.85	0025	CA	0000000000				Y	12122008 12:00 AM	0000000000						
15	12122	8.85	8.85	0025	CA	0000000000				Y	12122008 12:00 AM	0000000000						
16	12122	8.85	8.85	0025	CA	0000000000				Y	12122008 12:00 AM	0000000000						

Page 1 of 3 Total Cases: 38

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Pulling It All Together

- Stratification – case assignment
 - Determines who works the case
 - Guides you in how to work the case
- Case prioritization and predictive modeling tool
 - Suggests which cases to work first
 - Suggests what action is likely to be the most successful
- CSES
 - Where you take actions
 - Where you receive alerts for key case tracking requirements
 - Where you document activities

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