

USA800

Making Every Contact Count

Workflow and Imaging Capabilities

Custom, Innovative Solutions

Program Background

- The State of Kansas contracted with USA800 to provide a full-service, centralized solution for its Low Income Energy Assistance Program (LIEAP)
- The program was previously managed by State employees with a fragmented service delivery approach
- The objectives of the project were to improve efficiency, quality and reporting/management capabilities
- USA800 proposed an innovative solution to delivering on the program goals
- A pilot solution was implemented in 2010; the permanent, refined solution was implemented in 2011

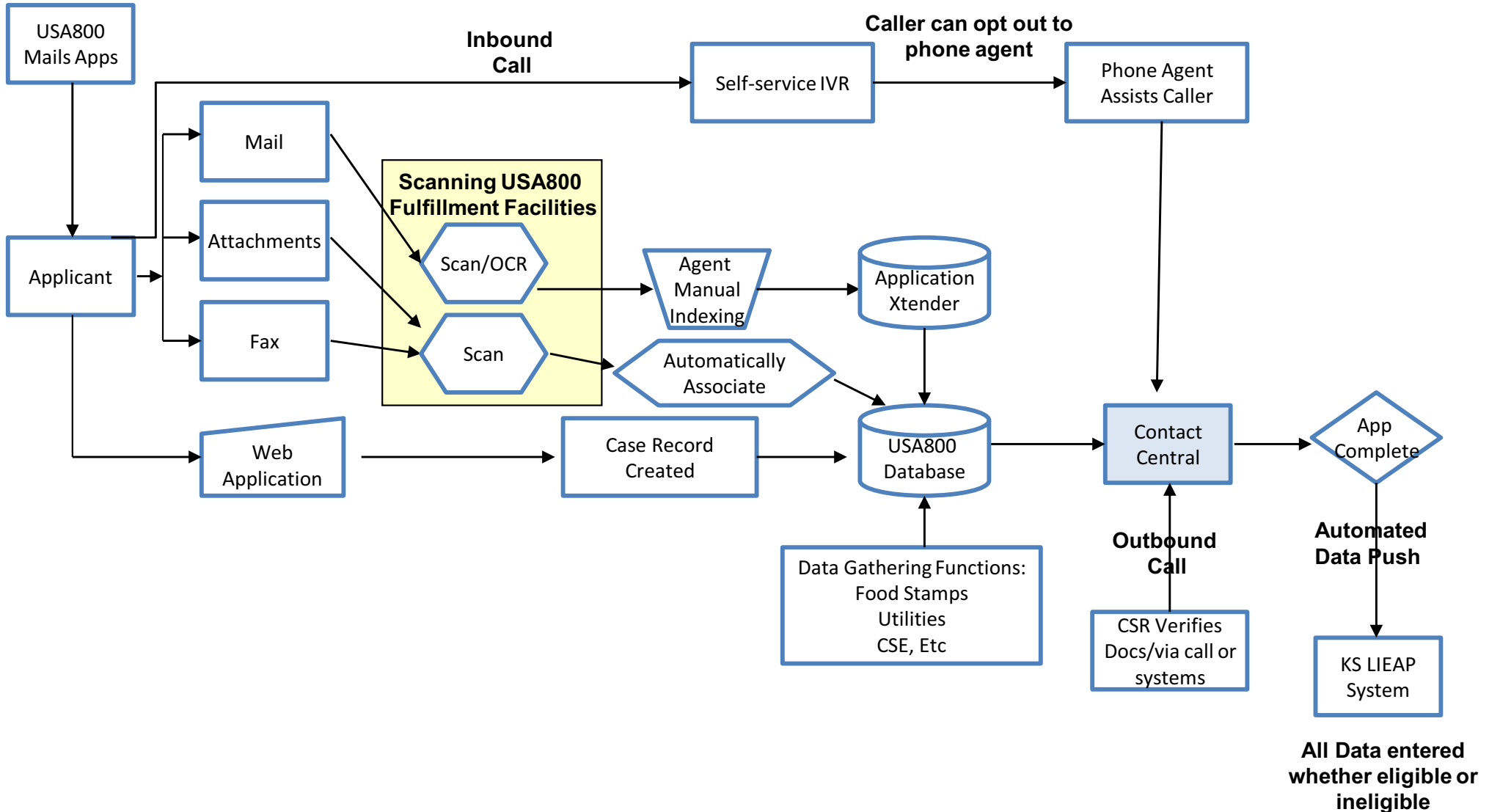
Program Components

- This full-service solution consisted of the following capabilities:
- A fulfillment operation that handled inbound mail (applications and supporting documentation) and outbound mail (fulfilling application requests)
- A public facing web-site that allowed users to submit an application and check the status once submitted
- A scanning system that included optical character recognition (OCR) and indexing for key parts of the application; also scanned in supporting documentation as .tifs
- A workflow system that queued applications and built a “case view” of each applicant using information from disparate but integrated systems – State systems; utility company sites; imaged attachments; prior year history; manually entered case notes

Program Components

- An eligibility operation that gained efficiencies through division of labor, automated information collection, and streamlined training.
- An IVR that provided callers with pertinent program information and allowed them to check the status of their application
- A call center operation that was fully integrated with the workflow solution, enabling phone agents to provide callers with accurate, timely information
- A web-based reporting tool that enabled the State to track key data about volume, timeliness, and service levels

Program Components



Centralized Scanning Distribution

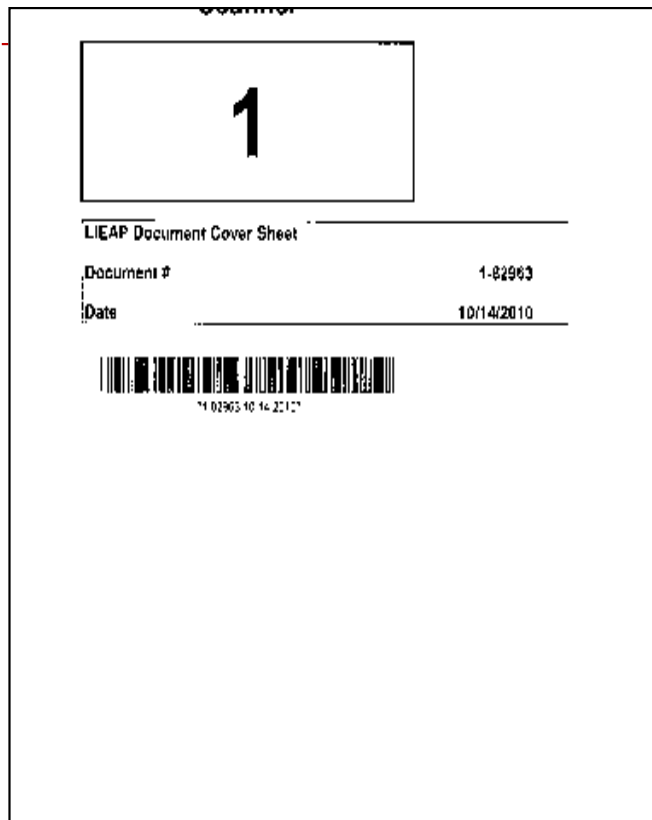


- USA800 has a 35,000 square foot imaging/warehouse and distribution center with USPS pickups
- USA800 leverages (6) heavy duty scanners capable of scanning 50+ duplex images per minute – 200,000+ pages per day
- All hard copy material sent directly to Kansas City based imaging distribution center with PO box checked daily
- All hard copies are sorted, scanned, and indexed
- Indexing of images handled at USA800 contact centers by highly trained indexing clerks
- Quality control measures are in place to ensure accuracy rates of 99.9%
- Fax /E-Mail Server can route images to predefined directory for proper indexing

Centralized Secure Database

- Images are created in a .tif format
- USA800 database stores indexed information with reference points to the image files stored in a directory
- Images and database are housed at USA800's secure data center with a VMware solution
 - 50+ terabyte Equalogix Sans disk array
 - Raid 50 redundancy
 - Data center is PCI and HIPAA compliant
 - All data stored at redundant, secure sites
- USA800 leverages AT&T's MPLS network and DS3 data access to ensure fast access to images by all remote users

OCR Sample Application



1

LIEAP Document Cover Sheet

Document # 1-82963

Date 10/14/2010

1 02963 10 14 2010



LIEAP Application

Please use BLACK or BLUE ink ONLY to complete application.

Applicant Information: (NOTE: The applicant should be the person whose name is on the utility bill if they live in the home, otherwise that person's)

Last Name	First Name	MI
Street Address	City	State
Zip	Day Phone	Home Phone
Cell Phone	Work Phone	Other

Emergency Situation (Check all that apply)

Your household is currently experiencing a utility service problem and you cannot contact your utility within 24 hours.

You are out of or have only one phone or need to update your primary contact information.

Someone in your household is using medical equipment connected to electricity.

- OCR capabilities enable the scanner to turn handwritten text into data, eliminating much of the need to key information manually
- Fields surrounded with the pink borders are OCR'd; non-OCR'd fields are manually keyed into Contact Central later in the process
- A barcoded separator page is also scanned and provides the date/time stamp of receipt

Error Correction

Community Services - Low
Income Home Energy
Assistance Program

by bill if they reside in your household, otherwise list yourself.

First Name GERALDINE MI R

Sex F

Race W

A-Asian, B-Black, H-Hispanic,
N-Native American, W-White,
O-other

TH SPRUCE STREET

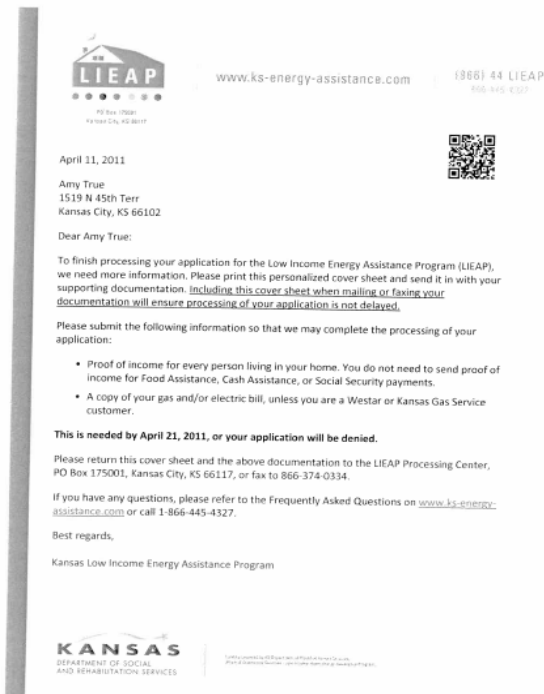
WITK

Invalid date value

Application ID: A2142327-A746-46A0-95E5-C4F0F6
Last Name Applicant: CLAREN
First Name Applicant: GERALDINE
Middle Initial Applicant:
SSN Applicant: 0001997
Last of Applicant MI:
Sex of Applicant F:
Applicant is Citizen or Resident Y:
Applicant is Citizen or Resident N:
Applicant is Disabled Y:
Applicant is Disabled N:
Race of Applicant:
Street Number of Applicant:
Street Name of Applicant: SOUTHWESTERNWAY
Apartment/Town of Applicant:
County of Applicant: SEDGWICK
City of Applicant: WICHITA
State of Applicant: KS
Zip Code of Applicant:
Last Name Mail:
First Name Mail:

- OCR'ed documents typically need some level of data clean-up as the system cannot always interpret handwriting cleanly.
- Our solution leverages existing data from prior year applications to help identify possible data errors and streamline the overall data entry and correction process
- Additionally, configurable indexing fields are entered during this step, which allow future users to search for images based on key search terms.

Non OCR'd Documents



- A separate scanning process provides the ability to scan supporting documentation as .tif files.
- Supporting documents that arrive with a bar-coded coversheet are automatically associated with the correct case within the workflow tool (Contact Central).
- Other documents are attached to the correct case through a search and attach feature within our Contact Central application

Workflow – Contact Central

- Our proprietary Contact Central system has been customized to ensure the applications are being queued to the correct set of workers at the appropriate step in the process


The screenshot shows a web application interface with a sidebar on the left containing three menu items: 'Opening', 'Queue Stats', and 'Close Call'. The main content area features a welcome message: 'Welcome to the Kansas Low Income Energy Assistance Program Work Flow Solution. Please select the process you were instructed to work on.' Below this is a section titled 'Work Flow Reasons:' which is divided into four columns: 'Data Entry', 'Eligibility', 'Resolve Applications', and 'General'. Each column contains several sub-sections with radio button options for 'Queue Applications' and 'Search Applications'. The 'Data Entry' column includes 'Application Completion', 'Manual Data Gathering', and 'Queue Income Data'. The 'Eligibility' column includes 'Eligibility', 'Priority Applications', and 'Escalation Applications'. The 'Resolve Applications' column includes 'Registration Errors' and 'Overdue RFI Requests'. The 'General' column includes 'Application Status'.

Data Entry	Eligibility	Resolve Applications	General
<u>Application Completion</u> <ul style="list-style-type: none"><input type="radio"/> Queue Applications<input type="radio"/> Search Applications	<u>Eligibility</u> <ul style="list-style-type: none"><input type="radio"/> Queue Applications<input type="radio"/> Search Applications	<u>Registration Errors</u> <ul style="list-style-type: none"><input type="radio"/> Queue Applications<input type="radio"/> Search Applications	<u>Application Status</u> <ul style="list-style-type: none"><input type="radio"/> Search Applications
<u>Manual Data Gathering</u> <ul style="list-style-type: none"><input type="radio"/> Queue Unemployment Data<input type="radio"/> Search Unemployment Data	<u>Priority Applications</u> <ul style="list-style-type: none"><input type="radio"/> Queue Applications<input type="radio"/> Search Applications	<u>Overdue RFI Requests</u> <ul style="list-style-type: none"><input type="radio"/> Queue Applications<input type="radio"/> Search Applications	
<ul style="list-style-type: none"><input type="radio"/> Queue Income Data<input type="radio"/> Search Income Data	<u>Escalation Applications</u> <ul style="list-style-type: none"><input type="radio"/> Queue Applications<input type="radio"/> Search Applications		
<ul style="list-style-type: none"><input type="radio"/> Queue SSI Data			

Contact Central

Mail your completed application to the LIEAP Processing Center. A completed application must be received no later than March 31, 2011, or it will be denied, regardless of postmark date.

Please use BLACK or BLUE ink ONLY to complete application.

 [Click here for image.](#)

Applicant Information. NOTE: The applicant should be the person whose name is on the utility bill if they live in the home, otherwise list yourself.

Last Name


Social Security Number

Are you:

A Citizen or Legal Resident?

Disabled?

Please use BLACK or BLUE ink ONLY to complete application.

 [Click here for image.](#)

[Click for full page.](#)

Applicant Information. NOTE: The applicant should be the person whose name is on the utility bill if they live in the home, otherwise list yourself.

Last Name STODDARD First Name THOMAS MI W
 Social Security Number 101-01-0111 Date of Birth 12-11-1980 Sex M

Are you: Yes No
 A Citizen or Legal Resident?
 Disabled?

What Is your Race?
 Asian Hispanic White
 Black Native American Other

How do you prefer to be contacted?
 E-mail Telephone Regular Mail

Home Telephone Number 913-246-5423
 Alternate Telephone Number

E-mail Address TSTODDARD@GMAIL.COM

Applicant Street Address
 Street Number 2021 Street Name N OLD MAIN RD
 Apt/Suite 1503 City WICHITA
 State KS Zip Code 67206

Name and address that your mail should be sent to, ONLY IF DIFFERENT FROM ADDRESS ABOVE.

Applicant Information. NOTE: The applicant should be the person whose name is on the utility bill if they live in the home, otherwise list yourself.

Last Name First Name MI
 Social Security Number Date of Birth (MM-DD-YYYY) Sex (M or F)

Are you: Yes No
 A Citizen or Legal Resident?
 Disabled?

What is your Race?
 Asian Hispanic White
 Black Native American Other

- Through Contact Central, the non-OCR'd fields are entered and then the data set is stored as the master file within Contact Central.
- The completion of this data also initiates a data push to the State's mainframe system to register the case and populate a sub-set of the case data.

Contact Central

Each tab represents a set of information about the applicant

The screenshot displays the Contact Central interface. On the left, there is a sidebar with three items: 'Eligibility Tool', 'Queue Stats', and 'Close Call'. The main content area features a series of tabs at the top: 'Applicant Details', 'Case Notes', 'Household Profile', 'Child Support', 'Westar Energy', 'Kansas Gas Service', 'Social Security', 'AF/Food Stamps', and 'Unemployment'. Below these tabs, there are three data tables. The first table, 'Applicant Data', lists personal information for Mary Willard. The second table, 'Application Data', shows the application received on 2011-02-09 and is currently 'Queued for Data Collection'. The third table, 'Household Members', lists Mary Willard with her SSN and date of birth. Below the tables, there is a question 'Do you need to change priority/escalation?' with two radio button options: 'Move to Priority Queue' and 'Move to Escalation Queue'.

Applicant Data	
Name:	Mary Willard
Address:	416 Delaware
City, State, Zip:	Leavenworth, KS (66048)
County:	Leavenworth
Social Security Number:	723-89-4798
Date of Birth:	1965-12-01

Application Data	
Application Received:	2011-02-09
Last Queue Worked:	WestarManualScrape
Current Queue:	BARIScrape
Application Status:	Queued for Data Collection

Household Members		
Name	SSN	D.O.B.
Mary Willard	723-89-4798	1965-12-01

Do you need to change priority/escalation?

Move to Priority Queue

Move to Escalation Queue

The main page provides a snapshot of the applicant and household members, as well as a status of where the application is within the workflow process

- Once the master record is created in Contact Central, the process of building the case record begins with a combination of manual and automated data gathering steps

Contact Central

Unemployment Validation (All Adult Household Members)						
Week	Name	SSN	Date Mailed	Week Claimed	Earning	Pay Amount
1	TREVOR STOCKDALE	301-01-0001	091229	091226	.00	436 25
2	TREVOR STOCKDALE	301-01-0001	100105	100102	.00	436 25
3	TREVOR STOCKDALE	301-01-0001	100112	100109	.00	436 25
4	TREVOR STOCKDALE	301-01-0001				

Unemployment Validation (BARI) (All Adult Household Members)						
Week	Name	SSN	Date Mailed	Week Claimed	Earning	Pay Amount
1	JANE DOE	987-54-1236				
2	JANE DOE	987-54-1236				
3	JANE DOE	987-54-1236				
4	JANE DOE	987-54-1236				

- The first step involves manually entering data from proprietary systems that could/would not support an automated data gathering process.

Contact Central

The screenshot displays the Contact Central interface. On the left is a sidebar with 'Eligibility Tool', 'Queue Stats', and 'Close Call'. The main area has a navigation bar with tabs: 'Applicant Details', 'Case Notes', 'Household Profile', 'Child Support', 'Westar Energy', 'Kansas Gas Service' (selected), 'Social Security', 'AF/Food Stamps', and 'Unemployment'. Below this is a sub-tab bar with 'Income Validation', 'Previous LIEAP Benefits', 'State Eligibility', and 'Application Data'. The main content area is divided into three sections: 'Account Summary', 'Account Balance', and 'Pay History'. The 'Account Summary' section shows the applicant's name and address. The 'Account Balance' section shows current, past due, and next payment due amounts. The 'Pay History' section shows a payment made on 11/4/2010 for \$117.93.

Account Summary	Account Balance	Pay History				
ANTHONY L JONES 2332 N PINECREST ST # 119 WICHITA, KS 67220-3035	Current Balance: Past Due Balance: Next Payment Due: \$84.65 \$47.07 01/10/2011: \$84.65 2332 N PINECREST ST # 119 WICHITA KS 67220-3035 [510794084 1604859 27]	Payment History <table><thead><tr><th>Payment Date</th><th>Amount</th></tr></thead><tbody><tr><td>11/4/2010</td><td>\$117.93</td></tr></tbody></table>	Payment Date	Amount	11/4/2010	\$117.93
Payment Date	Amount					
11/4/2010	\$117.93					

- Contact Central automatically searches for and pulls back account information for specified applicants from the State's two largest utility companies.
- Automated integration also exists with the Child Support and Food Stamps systems.
- Data from last year's LIEAP case is also available on a tab, providing eligibility agents with another point of reference when verifying things such as household composition.

Contact Central

Eligibility Tool
Queue Stats
Close Call

Applicant Details | **Case Notes** | Household Profile | Child Support | Westar Energy | Kansas Gas Service | Social Security | AF/Food Stamps | Unemployment
Income Validation | Previous LIEAP Benefits | State Eligibility | Application Data

Previous Case Notes:

- 2011-02-24 at 12:39:52**
Jasmine Jackson (41466)
* Accessed Record
- 2011-02-24 at 11:47:15**
Ebony Mccray (41464)
* Accessed Record
- 2011-02-24 at 10:20:16**
Ebony Mccray (41464)
* Accessed Record
- 2011-01-26 at 09:33:24**
Aretha Butler (41212)
* VERIFIED APPLICANT APPLICATION DETERMINATION, VERIFIED FS CASE, VERIFIED HOUSEHOLD MEMBERS, VERIFIED CITIZENSHIP, VERIFIED INCOME GUIDELINES MET, VERIFIED VENDOR GUIDELINES AND VERIFIED ENERGY VULNERABLE. APPLICANT MR. JONES IS APPROVED
- 2011-01-25 at 11:56:46**
Jeff Karros (41372)
* SSI Data Worked

- When the data tabs have been completed, the application is queued up for an eligibility agent, who now has most of the required research available at their fingertips
- The eligibility agent makes a determination, documenting in the Case Notes the rationale for why the applicant does or does not qualify for the benefit.
- The Case Notes also provide an audit trail of everyone who has accessed and worked on the application.

Contact Central

Eligibility Tool
Queue Stats
Close Call

Applicant Details | Case Notes | Household Profile | Child Support | Westar Energy | Kansas Gas Service | Social Security | AF/Food Stamps | Unemployment

Income Validation | Previous LIEAP Benefits | **State Eligibility** | Application Data

ANY HOUSEHOLD MEMBER AGED? 0-2 YEARS: N 3-5 YEARS: N 60+ YEARS: Y

F1=FRESH SCREEN F9=LIEAP MENU ENTER=EDIT/SAVE F12=SIGNOFF

Determine Eligibility

DEEL DETERMINE ELIGIBILITY 01/11/2011

CASE NUMBER: CASE NAME: JONES JUDY K WORKER: SWCSC14

CITIZENSHIP: Y DISABLED: Y EMERGENCY: Y FOOD STAMP: N HH SIZE: 01

INCOME TYPE(S)/AMOUNT(S): SS 000984 : _ _ _ _ : _ _ _ _ : _ _ _ _
_ _ _ _ : _ _ _ _ : _ _ _ _ : _ _ _ _

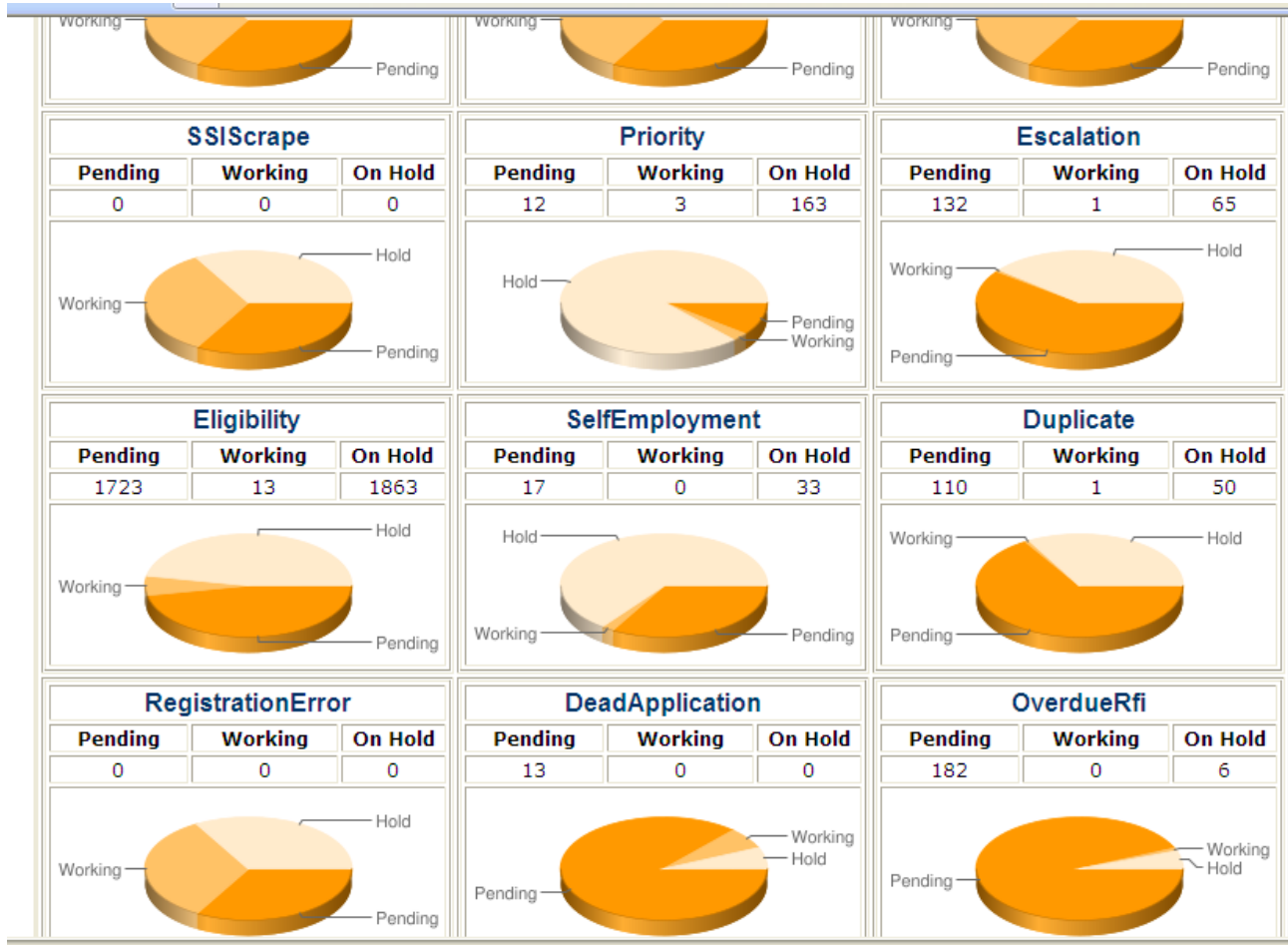
FUEL BILL: A DWELLING TYPE: A SUBSIDIZED HOUSING: N
FUEL TYPE: G SELF PAYMENTS: Y ISSUANCE OPTIONS: B

PRIMARY VENDOR ID NUMBER: 001 ACCOUNT NUMBER: 510892350144446391
SECONDARY VENDOR ID NUMBER: 500 ACCOUNT NUMBER: 8889827023
OUTREACH: N

TOTAL INCOME: 00000984 BENEFIT LEVEL: 00000257
APPROVAL: X APPROVAL AFTER DENIAL: SUPPLEMENTAL:
DENIAL: REASON: _
AUTHORIZE APPLICATION TO PROCESS? Y
TYPE OF NOTICE TO GENERATE: _
BENEFIT CALCULATED AS SHOWN, ENTER AUTHORIZATION CODE AND/OR PRESS "ENTER"
F9=UPDATE APPLICATION SCREEN F9=LIEAP MENU ENTER=EDIT/SAVE F12=SIGNOFF

- That final determination step also initiates a data push over to the State's LIEAP system, which then generates an approval or denial notice to the applicant.
- This final capture of data from the LIEAP system back into Contact Central allows the eligibility agent to confirm that the case has been closed out in the State system and also becomes part of the case history in Contact Central.

Contact Central



- Contact Central also provides real-time visibility of the volume of work that is in each queue, enabling fast and efficient deployment of resources.

Online Application

The screenshot shows a web browser window with the URL "USA800 LIEAPUser". The page title is "Apply Online". There are five tabs: "Name & Address" (selected), "Household", "Income", "Utilities", and "Signature".

Text: "This program provides assistance to pay for home energy costs. Your completed application must be submitted no later than March 31, 2011."

Applicant Information
NOTE: The applicant should be the person whose name is on the utility bill if they live in the home, otherwise list yourself

Form fields for Applicant Information:
Last Name: [text box]
First Name: [text box]
Middle Initial: [text box]
Social Security Number: [text box]
Date of Birth: [MM/DD/YYYY text box]
Gender: Male Female
Are you a Citizen or Legal Resident?: Yes No
Are you Disabled?: Yes No
Race: [dropdown menu]

Contact Preference
How do you prefer to be contacted?
 E-mail Telephone Regular Mail

Home Telephone Number: [text box]
Alternate Telephone Number: [text box]
E-mail Address: [text box]
By providing your email address, we can contact you next year regarding the start of the LIEAP program.

Applicant Address
Street Address: [text box]
Apartment / Suite: [text box]
City: [text box] State: [text box] Zip: [text box]

- Applicants are provided with the opportunity to submit an application online, as an alternative to filing a paper application.
- Online applicants can print a bar-coded coversheet to be sent in with any required supporting documentation. The barcode enables the documents to be automatically associated to their case when it is scanned in.

Online Status Check

The screenshot shows the Kansas Department of Social and Rehabilitation Services website. At the top, there is a blue header with the Kansas state logo and the text "KANSAS DEPARTMENT OF SOCIAL AND REHABILITATION SERVICES". Below the header, there are navigation links for "Home", "Check Application Status", and "FAQ". The main content area is titled "Check Status" and contains the following text: "Our records are indexed by your social security number and I'll need that to check your file. Can I have your social security number now?". Below this text is a form with a text input field for the social security number and a "Get Application Status" button. Below the form, there is a message: "Your applications eligibility determination is complete. A decision has been made regarding your eligibility for LIEAP benefits. We are not allowed to provide details regarding the decision online, so you will receive notification of final decision in the mail. If you do not receive this notification within 7 days, please call 866-44-LIEAP (866-445-4327) and speak to an agent."

- Any applicant, regardless of the method used to apply, can check the status of their application online.
- Status check is also available when a caller reaches our IVR – they simply need to enter their SSN and the status of their application is provided to them.

State Worker Portal



- Select Kansas SRS employees were provided with a portal that allows them to perform key functions such as checking the status of an application, escalating applications for review, and ordering additional paper applications for their offices.

Results / Benefits

- This centralized, imaging and workflow-enabled solution yielded the following benefits:
 - Provided a centralized clearinghouse and program management for more efficient and consistent processing of applications
 - Delivered a clear understanding of how applicants are being serviced and allowed for transparency into the process
 - Timing and volume of inquiries by day, week and month
 - Clear understanding of processing time
 - Improved overall reporting
 - Provided citizens with more options for receiving service
 - Online application
 - Automated status check
 - Centralized phone support
 - Provided electronic record retention