

**USA800 PROVIDES A CENTRALIZED, IMAGING AND WORKFLOW-ENABLED CLEARINGHOUSE FOR ENERGY ASSISTANCE PROGRAM**

**Client Business Need**

The State of Kansas participates in a federally funded program that provides energy assistance to low-income citizens. Previously, applications and phone calls for the LIEAP program were handled at dozens of offices across the state, creating variability in processing standards and providing limited to no management visibility to key metrics such as work in process and call volume. The state wanted to contract with a service provider to centralize eligibility determination and call handling for the LIEAP program.

**USA800 Business Solution**

**INNOVATION:**

- Created a public facing web-site that allowed users to submit an application and check the status once submitted.
- Implemented a scanning system that included optical character recognition (OCR) and indexing for key parts of the application; also scanned in supporting documentation as .tifs.
- Developed 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.
- Implemented an IVR that provided callers with pertinent program information and allowed them to check the status of their application.
- Provided a web-based reporting tool the enabled the State to track key data about volume, timeliness, and service levels.

**OPERATIONAL EXCELLENCE:**

- Leveraged USA800's fulfillment operation to handle inbound mail (applications and supporting documentation) and outbound mail (fulfilling application requests).
- Ramped up an eligibility operation that gained efficiencies through division of labor, automated information collection, and streamlined training.
- Structured USA800's call center operation so that it was fully integrated with the workflow solution, enabling phone agents to provide callers with accurate, timely information.

**Performance Results**

100%	Electronic imaging and storage of all applications and supporting documentation
100%	Management visibility to key performance metrics
36%	Applicants who are able to enjoy the convenience of applying online
75,000	Applications processed during the 4 month season

"USA800 was our original partner in establishing a Customer Service Call Center for our Child Support Enforcement operations in Kansas. They bring to the table a high degree of integrity, call center expertise, and motivation to get things done."

- CSE Director

