

Initiated to help improve overall collection percentages in the office thru more efficient and effective ways.

5. Please quantify the improvement's results in terms of cost savings, cost avoidance and/or a higher level of services provided. (Please indicate what resources were used to achieve your results, and what was done with the time savings, if any accrued).

The Clearinghouse files would take approximately 20 minutes to post payment in our files then put a zero in the Clearinghouse files for each transaction. With our software we can update the entire batch from the Clearinghouse within 20 minutes. From 3-7-03 to 3-9-04, we had 3,229 transactions submitted from the Clearinghouse and at 20 minutes each it would have taken 1,706 hours to post thru the Clearinghouse, and at an estimated \$10.00/hr that would equate to \$17,060.00. It took us less than 12 hours or \$120.00, a savings of 1,694 hours or \$16,940.00. As of 3-09-04, we have collected a total of \$1,641,686.00 from the letters being mailed out for debt setoff, of which \$285,882.98 was from the Clearinghouse and the balance of \$1,355,803.02 was collected thru our office.

Savings was also recognized from the Skip Tracing with submission of 15,000 names it cost us \$2818.75 but with the old company it would have cost us \$29,250.00. The time for submission thru the old company would have been 25 minutes per each transaction totally 6,250 hours. And at an estimated \$10.00/hr would equate to \$62,500.00 and the new one we can complete within 15 hours or \$150.00. A savings of \$62,350.00.

6. Please provide any other descriptive information you would like to be considered by the review committee.

Cox and Company has installed this software in other NC counties but Cleveland County was the flagship or initial county that started. We were the county that had to work out the bugs in the system and also the one that introduced the new Skip tracing company and got the batching setup for retrieving socials in a more efficient way. We were also the county that requested the program that allows it to trace the dollar amount sent out for collection and the amount received for collection thru this program.

County
Manager:

Supervisor's
Name:

Return by JUNE 1, 2004 via email Rebecca.Troutman@ncacc.org or fax to (919) 733-1065