



Collection Pilot Overview

South Carolina Department of Employment and Workforce

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Pilot Project Goals

Goals

- Assist SC DEW Collections Staff in process improvement through the use of public records
- Provide a significant, positive impact on SC DEW collections efforts for the duration of the Pilot Project
- Measure impact of LexisNexis Collections Solutions on SC DEW outstanding overpayment and unpaid tax accounts
- Develop Return on Investment deliverable to present to SC DEW Executive Team

Pilot Project Approach

Approach

- Define and document project scope, duration, staffing, metrics and success criteria
- Identify Baseline Metrics for Collections Staff
- Provide SC DEW with access to LexisNexis Collections Solution for duration of Pilot Project
- Support Collections Staff in leveraging LexisNexis Collections Solution for duration of Pilot Project
- Measure and report on Pilot Project metrics vs. Baseline Metrics
- Develop ROI Analysis and present to Executive Team

Pilot Project Metrics

Proposed Metrics

- Number of cases closed
- Number of payment agreements initiated
- Number of dollars collected
- Number of right party contacts
- Number dollars collected per dollars spent

LexisNexis Collections Solutions

Solution Elements

- Debt Segmenting
- Debt Scoring / Prioritization
- Batch Contact Information (Best Phone, E-mail and Address)
- Direct Public Records Access
- Consulting and Support Services

In Summary

- **No-Cost Pilot**
- **Clear, Measurable Results**
- **Identify and Implement Process Improvements**
- **Access to LexisNexis Collections Solutions and Expertise**

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