PRO**ACTIVE** ENFORCEMENT
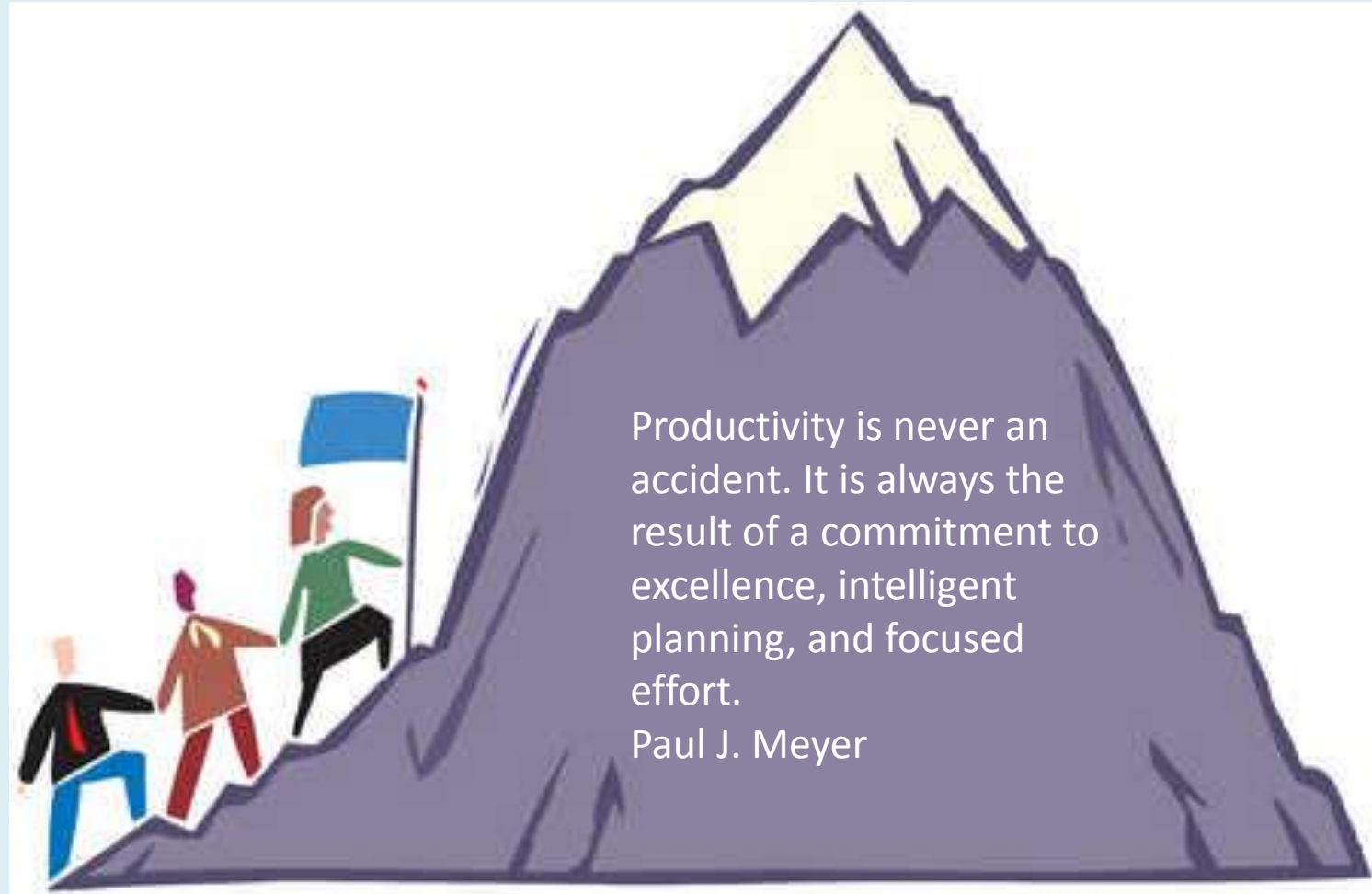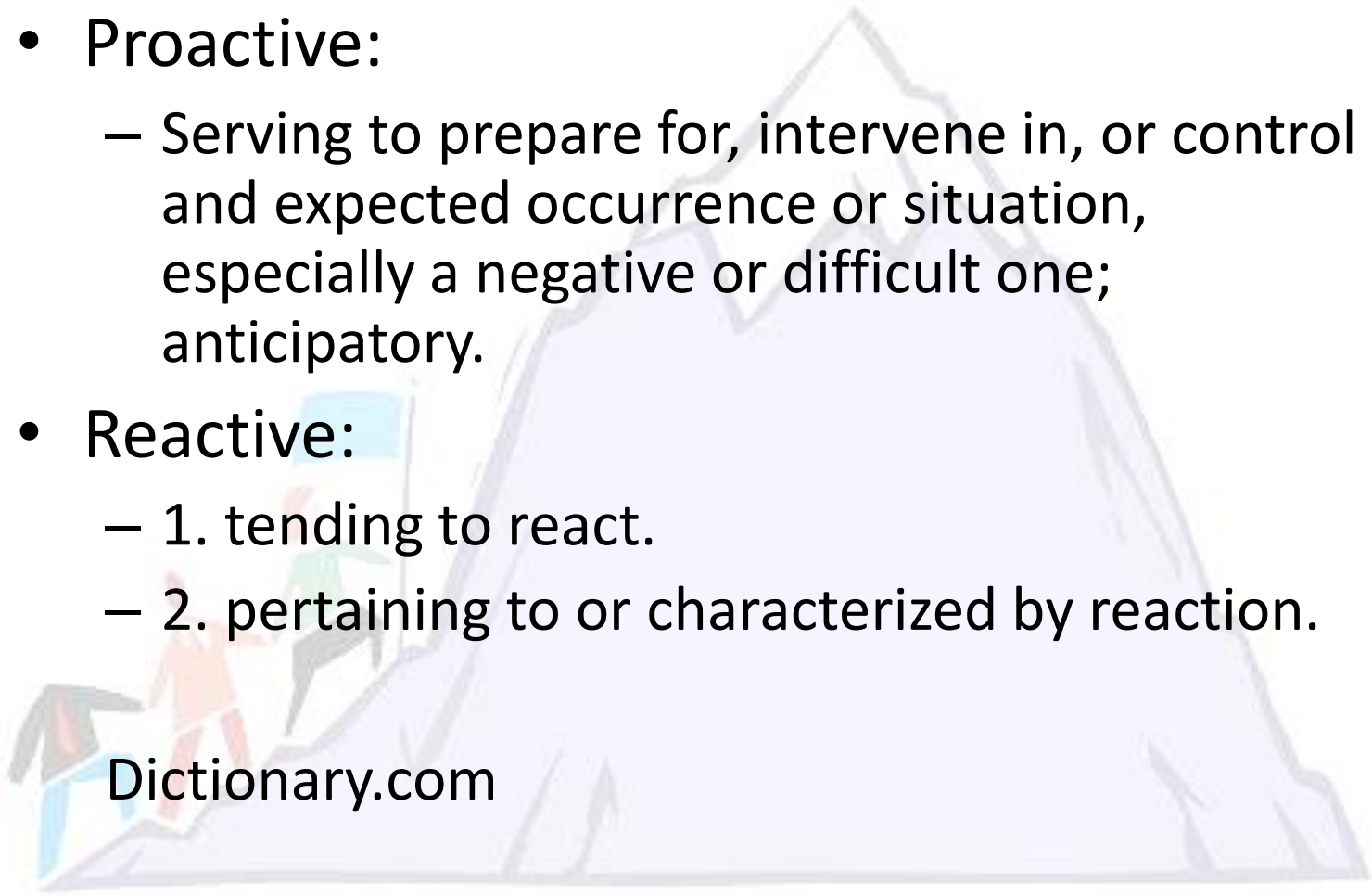

Productivity is never an accident. It is always the result of a commitment to excellence, intelligent planning, and focused effort.
Paul J. Meyer

Proactive VS. Reactive

- Proactive:
  - Serving to prepare for, intervene in, or control and expected occurrence or situation, especially a negative or difficult one; anticipatory.

- Reactive:
  - 1. tending to react.
  - 2. pertaining to or characterized by reaction.

Dictionary.com

Tips to Structure Your Day

1. 1 minute of planning saves 10 minutes in execution
   Plan day, written out, list everything you have to do, work from list.

2. Prioritize list
   Apply 80/20 rule
   Ask, if I can only do 1 thing? Make that most important task.

3. Complete most important task first and do not stop until complete.

   https://www.youtube.com/watch?v=4ysyybi4068&feature=em-share_video_user

Daily Schedule

Time	Task
7:30 - 9:00	Pull voicemail, ACSES mail and any other mail. Prioritize and complete most important item first.
9:00 - 9:15	Break
9:15 - 9:45	Flash Cards
9:45 - 10:15	Alerts
10:15 - 10:45	Locates
10:45 - 11:30	Alerts
11:30 - 12:00	Finish morning work
12:00 - 1:00	Lunch
1:00 - 1:30	Return calls/email from breaks
1:30 - 2:30	Proactive Work
2:30 - 2:45	Break
2:45 - 430	Proactive Work

Proactive Work

Reports	Other Tasks
Cat 2	Arrears Calcs
MAD Management	Docket Prep
Closed Cases	New Agency Locates
Credit Reporting Pre-New/Mod Orders	
Cat 3	
Potential Mod	
Suppression Report	
License Suspension	
Zero Payers Prior Month	
No Payment Current Month	

Proactive Enforcement

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7

Cat 2's, MAD Management, Arrears only no payment in calendar year, Closed Case.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
8	9	10	11	12	13	14

Credit Reporting, New/Mod Orders

Sun	Mon	Tue	Wed	Thu	Fri	Sat
15	16	17	18	19	20	21

License Suspension for NOC's prior to current month suspension date, Cat 3 cases, Potential MODs.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
22	23	24	25	26	27	28

Suppression Report, License Suspension for next month suspensions, Zero Payer reports.

Sun	Mon	Tue
29	30	31

Follow up calls to NCP 's and Employer's for payments and allocating payments.

Tips from the High Performers

Open full case load in tools daily - add notes as you touch cases to know what actions you have taken. Color code notes for ease of followup.

Always pick up the phone when it rings. Allowing calls to go to voicemail adds time to completing the task at hand

Using CSe-Tools to Proactively Work Enforcement Reports

Planning is bringing the future into the present so that you can do something about it now.
-Alan Lakein

There are no secrets to success. It is the result of preparation, hard work and learning from failure.
-Colin Powell