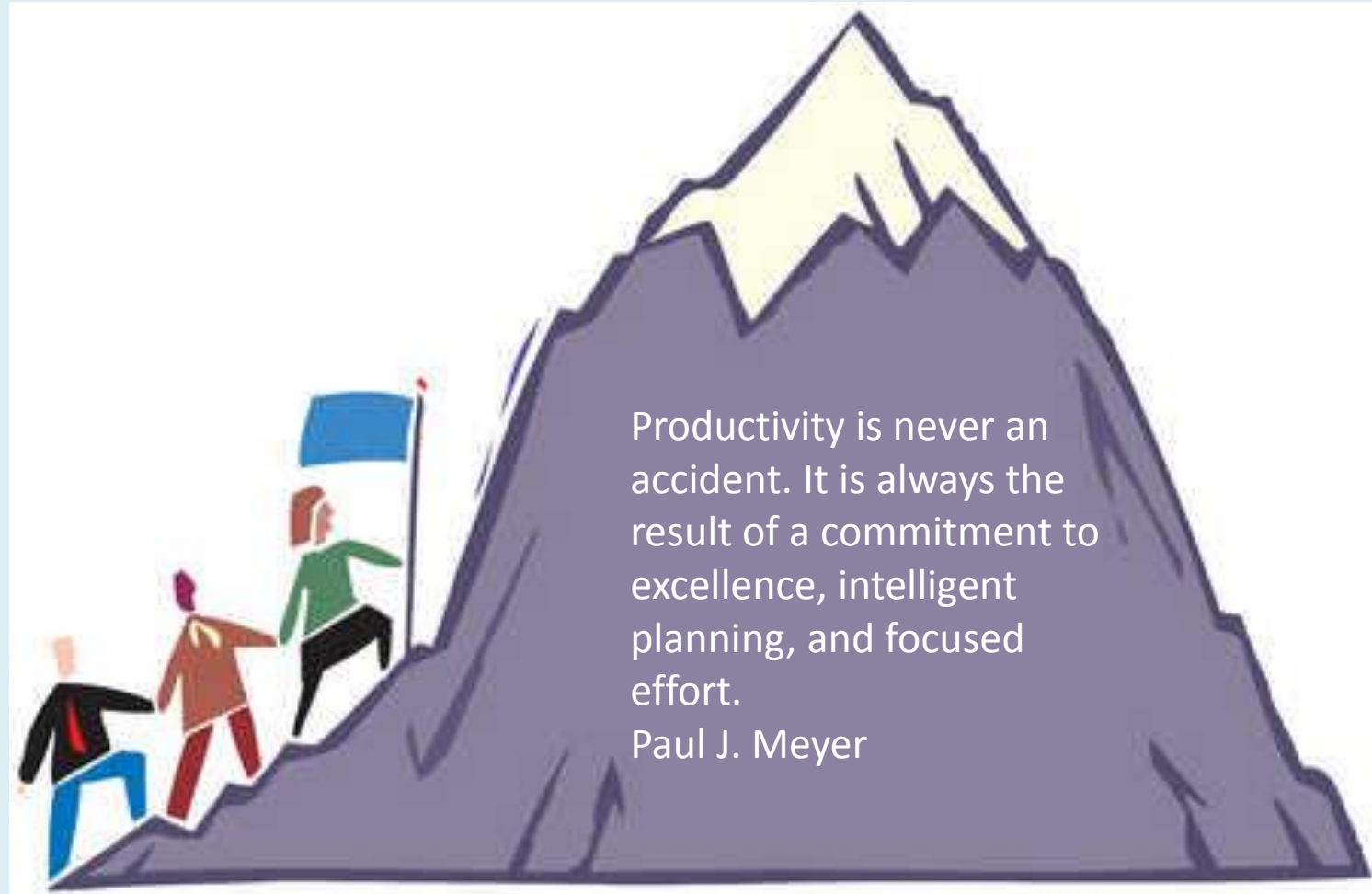


# PROACTIVE ENFORCEMENT



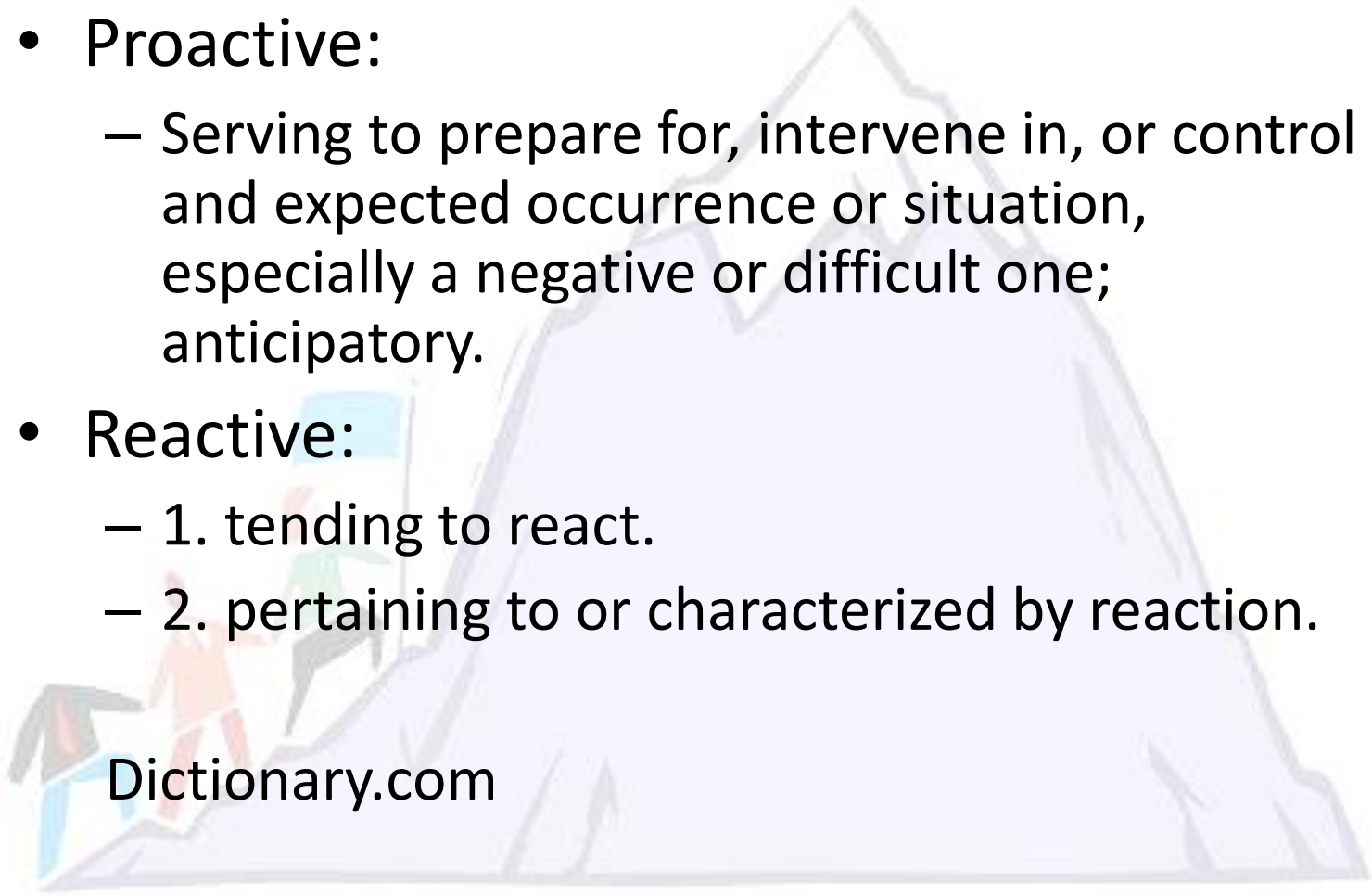
Productivity is never an accident. It is always the result of a commitment to excellence, intelligent planning, and focused effort.

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

A faint, stylized illustration in the background shows several people in various colors (orange, green, blue) climbing a large, purple mountain. The scene is set against a light blue sky.

# 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=e-m-share\\_video\\_user](https://www.youtube.com/watch?v=4ysyybi4068&feature=e-m-share_video_user)

A faint, stylized illustration in the background shows three people climbing a mountain. One person is at the bottom left, another is in the middle, and a third is at the top right, holding a flag. The mountain is depicted with simple, bold lines and a light purple color.

Daily Schedule	
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 - 4:30	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.

**8            9            10            11            12            13            14**

Credit Reporting, New/Mod Orders

**15            16            17            18            19            20            21**

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

Potential MODs.

**22            23            24            25            26            27            28**

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

**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

**CSeTools Broadcast Messages**  
Today, 12/4, the dashboard, flashcard and RPD

**User Profile** Tech ID: 960438

**My Techs**  
**Reports**  
Potential Interstate Actions  
Responding Cases NCP out of State  
Suppression Report  
MAD Management Report  
Category 2 Cases List  
Potential Case Closure  
DOC for Closed Cases  
Suspension Report

**FSR On-Line Reports**  
**SEU On-Line Reports**  
**Work in Progress**  
**Search Templates**  
**Scheduled Searches**  
**Recurring Searches**

**Performance Dashboard**  
View Cases With Arrears Payment YTD  
Tech Number: State - (12/2015)  
Progress bar: 100%

**Current Support Previous Month**  
Tech Number: State  
(11/2015) - Support Collections  
Bar chart showing support collections for different categories: 0%, >0%-50%, >50%-90%, >90%.

**Flash Card**  
State  
Bar chart showing values: 709, 6128, 54, 1797.

**My Open Tasks - Tech:960438**  
Action Required Alerts (0)  
Today's (0)  
Previous Unworked (0)  
Calendar Reviews (0)  
Pending Locate (0)  
Old (0)  
Workable Locate (0)  
Old (0)  
Documents on Hold(1)  
Batch Documents on Hold(0)  
- Batches Printed (1)

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