Dreaming Sessions – “Out-of-the-Box Thinking”
Why do we need out-of-the-box thinking?

Expenditures are flat

Caseload growth is flat

Support collections are flat
What do you need for Out-of-the-Box Thinking

- Belief that something must change
- Knowledge of problem and types of solutions
- New perspective on the problem
- Vehicle to bring the thinking together
How does Xerox think out-of-the-box?

Customer
- Belief that something must change
- Knowledge of problem and types of solutions

Vehicle to bring the thinking together
- New perspective on the problem

CSE subject matter experts
- Technology experts
- Innovation experts

Multiple State Experience World Research Centers

Dreaming Session
Where have we been dreaming?

- Los Angeles County
- Milwaukee County
- New York City
- State of Colorado
- State of Wisconsin
- State of Ohio

[Seal images for each location]
How does Xerox use Dreaming?

**Client Led Innovation**

“Out-of-the-box thinking driven by customer needs and continual interaction with child support SMES, Xerox researchers and scientists.”
The Dreaming Session

Preparatory with Executive Sponsor

Identify target areas for Dreaming Session

Interviews & Data Analysis

Learn about key issues & develop insights

Dreaming Session

- Innovation Experts
- Business SMEs
- Technology

Next Action 1

Feasibility

- Ethnography
- Data Analysis

Pilot

- Technology
- Process

Validation

- Ethnography
- Data Analysis

Next Actions Screened & Prioritized
Expectations of a Dreaming Session

Benefits for our customers

- Access to diverse group of experts
- Discuss best strategies for your organization
- Facilitated out-of-the-box session
- Additional resources to better understand problems/solutions

Benefits for us

- Better understanding of CSE program We see which services and solutions CSE programs need
- Development of new and innovative service offerings

Who participates in the dreaming session?

- People open to change
- Diverse background (policy, operations, administration, IT)
- Broad vision of the program
- Ability to initiate change
The Los Angeles Dreaming Session

- Approximately 290,000 open cases
- Largest Locally run Child Support agency west of the Mississippi
- LA County is 24% of the State’s child support caseload
- Over 1500 employees
The Los Angeles Dreaming Session

What It Looked Like
The Los Angeles Dreaming Session
Stratified Case Handling: Participant Case Conferences

Take actions, e.g. to set up a conference

Predicted as Stipulated

Pool of All Cases
The Los Angeles Dreaming Session

What Has Happened
The Milwaukee Dreaming Session

Why the Dreaming Session:

- The “Business as Usual” approach: the tactical at the expense of the strategic
- Off-site, day long leadership team retreat
- Re-Imagining; different perspectives coming to Child Support from the outside, versus up through the ranks. What we are and what we could be.
- Value in market specific research
- Addressing the issue of stagnation and too-incremental growth
The Milwaukee Dreaming Session

Dreaming Session Take-Aways:

- Blueprint for a radical restructuring
- Ethnography
- Case prioritization, emphasis on Order Establishment, participant case conferences
- Discussion of case closure and shift from non-IV-D to IV-D cases
- Spinning off low value added functions while maximizing high impact, high value
- Introducing incentive based compensation to a performance funded program
- Starting a path toward dramatically higher goals
Questions? Need More Information?
Feel free to contact us.

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