



Missouri Department of Revenue

Metrics in Motion

August 21, 2018



Road to 100% Project

- **Singular Goal:**

Answer 100% of Incoming Calls



1. Capital Investments

a) Why are people calling?



1. Capital Investments

a) Why are people calling?

Anecdotes → Data Points



1. Capital Investments

Ready Idle - PD Mode Volume

Answer End

Current Contact Contact

Appearance Sta
In Bound Co

Quick Contact List Spe

Account Overview - I
Account Informatio
Account ID
Contact Name
Contact Phone
Company Name
Identity Verified
Call Type
Call Resolution
Resolved

0 - Voucher Reprint
0- MO Tax ID - PIN
0-Disconnect/dropped
0-Power of Attorney
0-Trsf to Dif Agency
00-1099-G
00-1099-G Copy
00-1099-G Why Rcvd
c-Corporate Bal Due
g-Garnishment
g-General Info/Other
g-General Lien
g-General Revocation
h- HB600 StEmpProLic
h1-Compliance- Ltr
h2-File or set upPPA
h3-New State Emp
i- ID Theft rtifyDOR
i- Indiv Debt Offset
i- Indiv Foms
i- Indiv Nice of Adj
i- Indiv Ref Status
i- Recv Email/Text
i- Used Tracker 1st
i- Website Confusing
ib-1 Indiv Bal Due
ib-Fail to File/Pay
ib-Indiv GLR/Payoff
ib-b 2210 Penalty

- MAKE SELECTION

00 Make a Selection

[Go to Search](#)



1. Capital Investments

b) Reports



Call Topics -
Dashboard

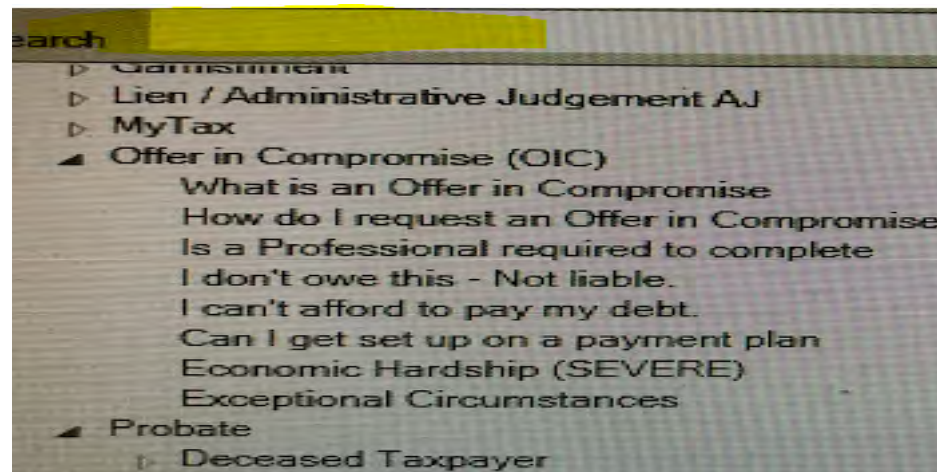
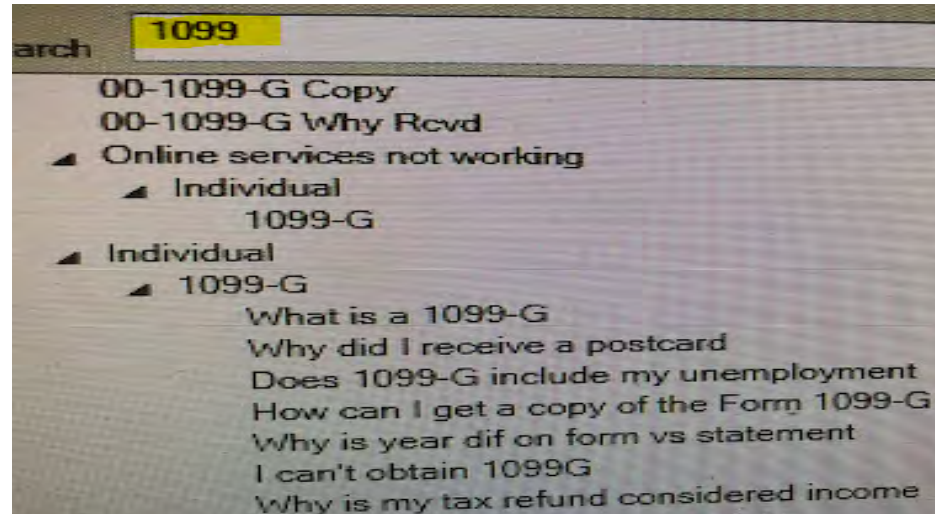


1. Capital Investments

c) Tiers and Scripts



1. Capital Investments





1. Capital Investments

d) Action

- 1) Pizza Tracker



1. Capital Investments

Current Return Inquiry Message

1. Received your return ✓

2. Validating your return

The information reported on your return, such as income, deductions, and payments, is being verified for accuracy. This validation process generally requires **six weeks** from the date your return was received.

3. Processing your return

The Department refreshes the data on this application daily, usually overnight. However, during heavy processing periods, the status of your return may not change from day to day.

4. Completed your return

Previous Return Inquiry Message

Your tax return has been received; but not processed. The status information is updated daily, please allow at least 24 hours before checking again.



1. Capital Investments

d) Action

- 1) Pizza Tracker
- 2) Payment Clarity



1. Capital Investments

Current Language for Payment Options:

Send your check or money order to the Missouri Department of Revenue at the above address. You may also pay by Electronic Bank Draft (E-Check); charge the balance due to MasterCard, Discover, American Express or Visa by calling toll-free [Pay Phone = 888-929-0513]; or pay online at [PayBusinessOnlineUrl or IndividualUrl]. A convenience fee will be charged to your account for processing. Additional information on convenience fees may be found on the pay online website.



1. Capital Investments

SELF-SERVICE PAYMENT OPTIONS:



Quickest and Easiest Method - Credit Card or Electronic Bank Draft (e-check): To pay by credit card or electronic bank draft, visit [[PayBusinessOnlineUrl](#) or [Individual Url](#)], or call [[Pay Phone = 888-929-0513](#)]. Convenience fee will apply for processing.



Check or Money order: To pay by check or money order (payable to the Missouri Department of Revenue), send your payment with the detachable portion, below, to the above address. If you pay by check, you authorize the Department to process the check electronically. Any returned check may be processed again electronically until payment clears.



[For Individual Tax] Installment Pay Plan Agreement: If you cannot pay the full amount immediately you may qualify for an installment agreement online. To determine if you are eligible for an installment agreement, visit [[INDIVIDUAL URL](#)]. You will need your personalized PIN above.



[For Business Tax] Installment Pay Plan Agreement: If you cannot pay the full amount immediately you may qualify for an installment agreement online. Installment agreements allow for the full payment of the tax debt over a period of time. To find out more, visit [[BUSINESS URL](#)]. You will need your personalized PIN above.



1. Capital Investments

d) Action

- 1) Pizza Tracker
- 2) Payment Clarity
- 3) Revised FAQs



1. Capital Investments

Current Notice Information

This notice is sent if the Department has received a return without payment in full, if calculation errors were made on a return, or if the return is not received by the due date. The notice will indicate the current balance due on the tax period.

Revised Notice Information

Understanding Your Notice

You received this notice because:

- The Department received a return indicating a balance due.
- The Department did not receive a payment in full.

Resolving Your Notice

You may resolve this notice by paying the balance in full. Paying the balance due before the due date will avoid additions and interest charges to your account. You can:

- **Pay the amount due.** Send a check or money order, made payable to the Department of Revenue to the address listed on the notice. You can also pay the amount due **online** via electronic funds transfer from your bank account. The Department also accepts Mastercard, Visa, Discover, and American Express. Call toll free (888) 296-6509. There will be a convenience fee charged to your account for processing.
- **Submit a proposed installment** agreement to pay the full amount within one year. To request an installment agreement, access our website at <http://dor.mo.gov/cacs/>.

If you do not pay in full:

- You will be charged additions to tax and interest on any balance remaining after the due date until fully paid;
- The Department will issue a Notice of Deficiency; and
- Further collection actions will occur on the balance remaining, the additions to tax and the accumulated interest.



2. Workforce Investments

a) Accountability



2. Workforce Investments

a) Accountability

1) Dashboard – Individual



Employee
Dashboard



2. Workforce Investments

a) Accountability

- 1) Dashboard – Individual
- 2) ENGAGE



2. Workforce Investments

State of Missouri
ENGAGE

[MO.gov](#) [Governor Parson](#) [Find an Agency](#) [Online Services](#) [Better Government](#)

ENGAGE: IT'S ABOUT PEOPLE, NOT PROCESS



We've heard from you that the annual review process doesn't help you do your jobs better or develop professionally. You want your leaders to engage with you about your development regularly, not once a year. You want an approach focused on people, not process.


That's why we have stopped using PERforM.


In its place, we are going back to the basics. For starters, we are asking managers and team members to have regular conversations about what's working well, and what could be done better.

On this website you will find videos, guides, and other resources to help you understand our new approach, called ENGAGE. We encourage you to check back regularly to see what's new – especially before your next development conversation with your supervisor.


We want your feedback on what is working with ENGAGE and what we can do better. Please let us know what you think by completing our [feedback form](#).

Resources

[Guide for Team Members](#) 

[Guide for Supervisors](#) 

[Conversation Starters](#) 

[Detailed FAQs - UPDATED](#) 

[Pocket Guide](#) 

[Leadership Library](#)



2. Workforce Investments

b) Action



2. Workforce Investments

b) Action

1) Rapid Response Team



2. Workforce Investments

b) Action

- 1) Rapid Response Team
- 2) Stand Ups



2. Workforce Investments





2. Workforce Investments

b) Action

- 1) Rapid Response Team
- 2) Stand Ups
- 3) Educator



2. Workforce Investments

- Reclassify a position within CATA to Training Technician I (as recommended by HR). The working title will be Call Center Educator, who will:
 - Develop and maintain the following programs:
 - a. Education programs for delinquent and compliant call centers
 - b. Rapid response education for new and urgent topics
 - c. Cross-education courses to facilitate staff utilization for other Collections and Tax Assistance Sections (e.g. Tax Clearance, Exemptions, Registration, & Garnishment)
 - d. New unit leader courses
 - e. Seasonal refresher courses
 - Create and maintain online education and testing materials
 - Communicate with unit leaders to ascertain education needs
 - Track employee educational progress
 - Randomly monitor employees (on and off probation)
 - Answer employee questions
 - Direct maintenance of call scripts