Finally: easy access, easy transactions

-- the future of customer service

-- technology is reliable and inexpensive

-- working families, not needy cases

Phone Book
Manual Dial
Broadcasting
Redial/Pause
Menu
Enter
Exit
Stop/Clear
Start
Symbols

Sherri Z. Heller
The Changing Face of Child Support

April 28, 2011

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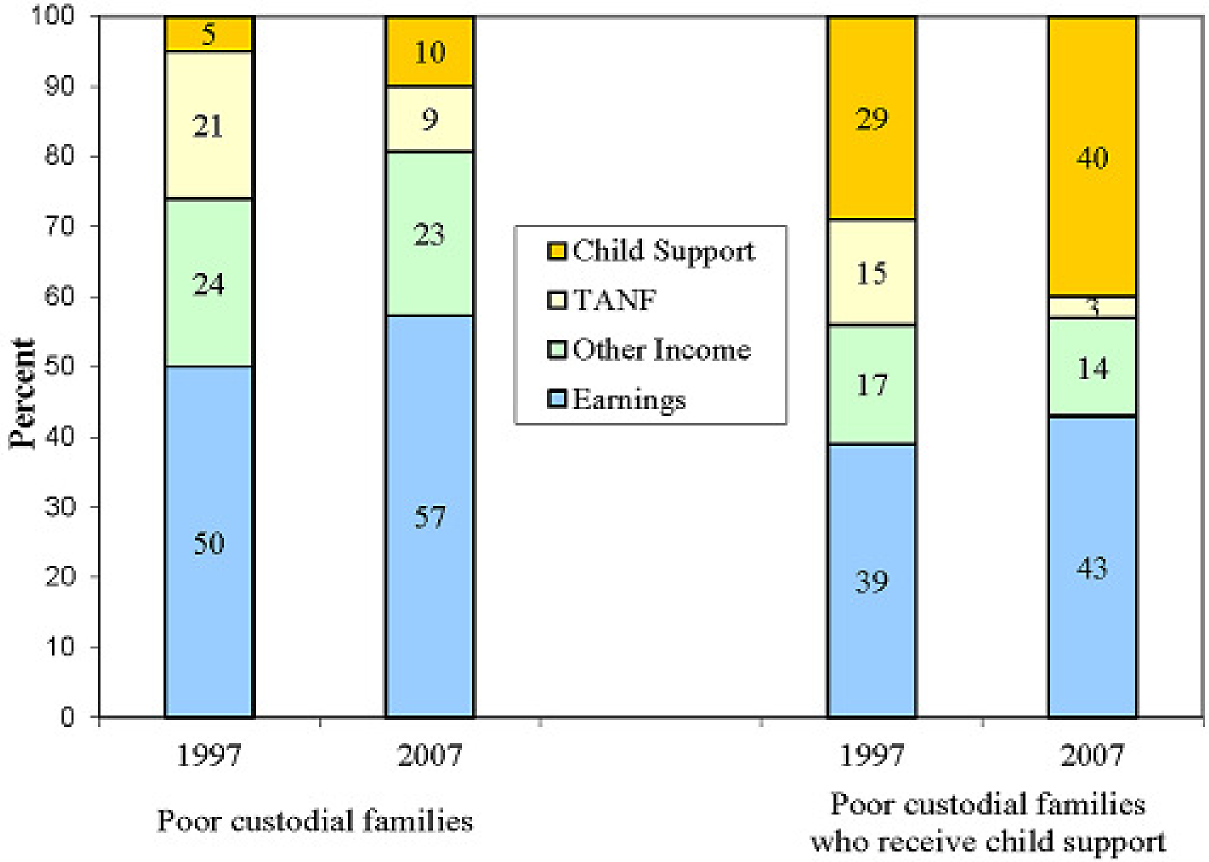
Working families rely on child support

from Elaine Sorenson's work at Urban Institute

Figure 1. Mean Percent of Family Income from Different Sources for Poor Custodial Families



What is good customer service?

- quick answers when customers want them, no aggravation
- single point of contact for complex issues
- trained professionals spending time on complex matters, freed of routine functions
- sharing of information across program and agency borders with appropriate confidentiality protection
- pay for what you use
- reliability – busy people can count on it

Example: New York Statewide Child Support Customer Service

- Single, statewide toll-free phone number for child support program customers – parents, employers, financial institutions, private attorneys, in-state and out-of-state agencies.

- Interactive Voice Response (IVR) available 24/7 handled 4.5 million calls in 2010.

- Customer Service Representatives (CSRs) available Monday-Friday handled 1.5 million calls in 2010.

- 2010 - 95% of all customer calls required no child support caseworker involvement.

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Example: LOUISIANA – ONE DCFS Enterprise Approach to Human Services Client Service Delivery

- **Enterprise Customer Service Center** One number for all benefit/support programs; IVR with pin-secured, up-to-date case-specific information including case and eligibility status. CSR staff with accessibility to case workers.
  - 87% of all customers complete their inquiry in the IVR.
- **CAFÉ (Common Access Front End)** Integrated information portals for client, staff and providers
- **Electronic Case Record/Document Imaging** Consolidated document management for benefits such as a master client index, a common client record, an automated referral process and cross-program reporting

Accelerated eligibility.

Defined quality standards.

Access to services.

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Finally….

- public/private collaboration in real time
- focus on the family, not the program/agency
- assumption that the family has obligations to meet
- technology providers knowledgeable about funding streams and clients' needs
- labor, expense, and time match up with challenging and routine tasks
- reliability – that is the key for client progress

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