



North Carolina



SIP Grant

Special Improvements Project

Child Support Enforcement

Special Improvements Project

- SIP grant awarded January 2003
- Project period is seventeen months
- Focuses on expanding the use of automation to enhance enforcement tools
- The grant is intended to improve customer service and child support payments



SIP Grant

Projected Outcome

- Significant decrease in missed appointments.
- More effective and efficient use of staff time.
- Reduced number of new cases falling into delinquency.
 - Increase in collections.

Child Support Enforcement

SIP Grant

TARGET GROUPS

“Call back” reminder for clients and absent parents who have appointments.

Contact new cases *before* their accounts become delinquent.

PhoneTree 3500

The PhoneTree is a calling solution designed to confirm appointments, deliver special messages and make collection calls. This is a computer system that uses text-to-speech messaging system that makes calls through the use of a digital computer and hardware software package.



**PhoneTree
System**



Phonetree

- Select the Phonetree icon that you need to use.
- Configure your flex fields. A flex field is a field that can be modified to include the information necessary to make a call. For example, the clients' telephone number and full name.

Example of flex field:

A screenshot of the "CSX Configuration" dialog box. The window has a title bar with "CSX Configuration" and a close button. It contains several sections for configuring data import. The "Select File Type" section has radio buttons for "COMMA Separated" (selected), "TAB Separated", and "First Line is a Header". The "Select how Name is imported" section has radio buttons for "Last, First" (selected), "First Last", and "Full Name". The "Select how Phone # imported" section has radio buttons for "AC+Phone" and "PhoneONLY" (selected). Below these are fields for "Area Code" and "Phone" (with the value "(306) 648-9475"). On the right, there are dropdown menus for "Unique Fields: ID:" (set to "not used") and "E-Mail Address:" (set to "EMMA@ACOH.com"). The main area is a table with columns for "Last/Full Name" and "First Name". The "Last/Full Name" column has a dropdown menu open showing a list of names and addresses, with "Adams" selected. The "First Name" column has a dropdown menu with "Meghan" selected. Below these are several rows of "not used" dropdown menus. At the bottom, there are buttons for "View Previous Line", "View Next Line", "1/7", "OK", and "Cancel".

EQUIPMENT PURCHASED

• 2-DELL LATTITUDE LAPTOP COMPUTERS	• \$ 6,340
• NUMERIC KEY PAD	• \$ 65
• 3550 DUAL PORT PHONETREE	• \$ 6,955
• 2 HP INKJET PRINTERS	• \$ 600
TOTAL:	<hr/> • \$13,960

Automated Collections and Tracking System

ACTS

Nationwide database

- Contains information for child support cases
 - Source of all data files

Receiving the File

A file is received from ACTS, then saved in Excel

Example: hearing appointment file

First Name	Last Name	Phone	Date	Time	Address 1	Address 2	City	State
Jaime	Flanders	919) 255-3835	9/15/03	8:00am	100 W. Ash St.	Suite 300	Cary	NC
Vernon	Smith	(919) 255-3836	9/15/03	8:00am	100 W. Ash St.	Suite 300	Cary	NC
Shauna	Lawrence	(919) 255-3880	9/15/03	8:00am	100 W. Ash St.	Suite 300	Cary	NC

Creating a Message

- APPOINTMENT REMINDER:

This is an appointment reminder for _____. Our records reflect that you have an appointment at (time/date). The appointment is located in (county) at (location/city/state). If you have any questions regarding this reminder, please contact 1-877-695-7892 between the hours of 9:00 am and 5:00 pm.

- DELINQUENCY REMINDER:

This is an automated call for Mr/Ms _____. If this is Mr/Mrs _____, please press 1 to transfer to an operator.



NORTH CAROLINA
CHILD SUPPORT ENFORCEMENT



Making A Call

- Receive file from ACTS
- Prepare and Manipulate file
 - Open PhoneTree
 - Import file
- Make telephone calls
 - Generate Reports

Challenges

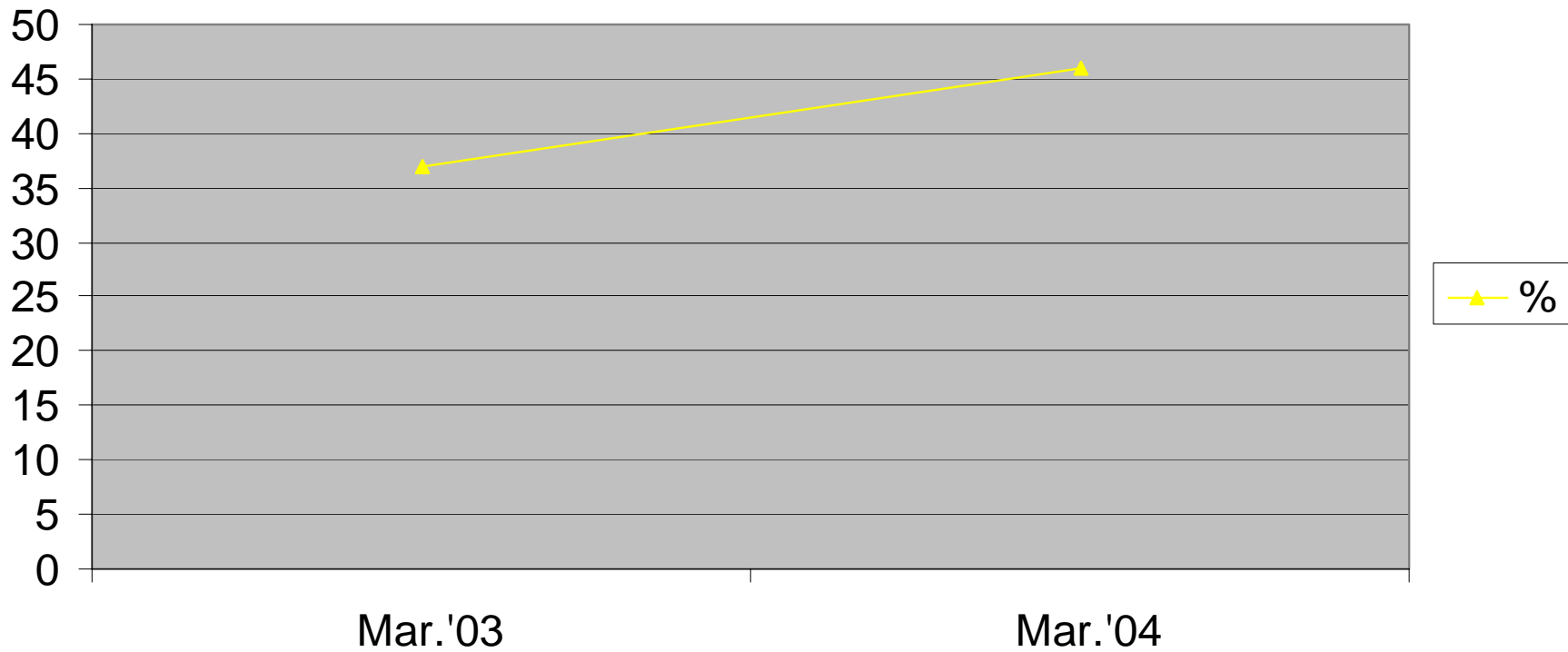
- Spreadsheet format via the Automated Collections & Tracking System (ACTS) requires manipulation before it can be imported into Phonetree.
- The ACTS file contains all capital letters and abbreviation of text. Phonetree cannot use any of these formats; Once again calling for a major manipulation of the file before it can be imported.
- The female version of the automated speaker is unusable because she cannot pronounce all sentences correctly. We opted for the male version instead.

STATISTICS

- TENTATIVE RESULTS

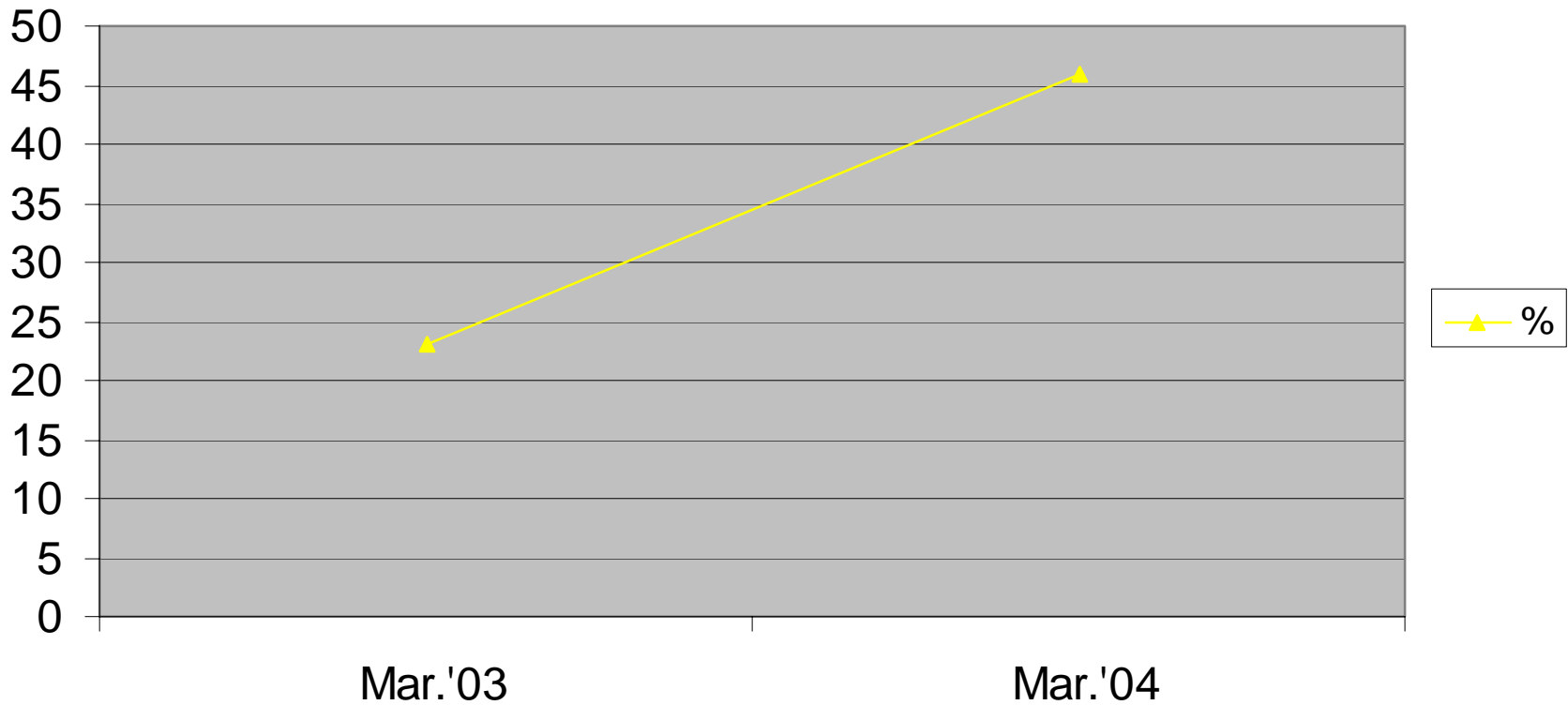
NC CHILD SUPPORT SIP GRANT

CP and NCP Appointments Craven County



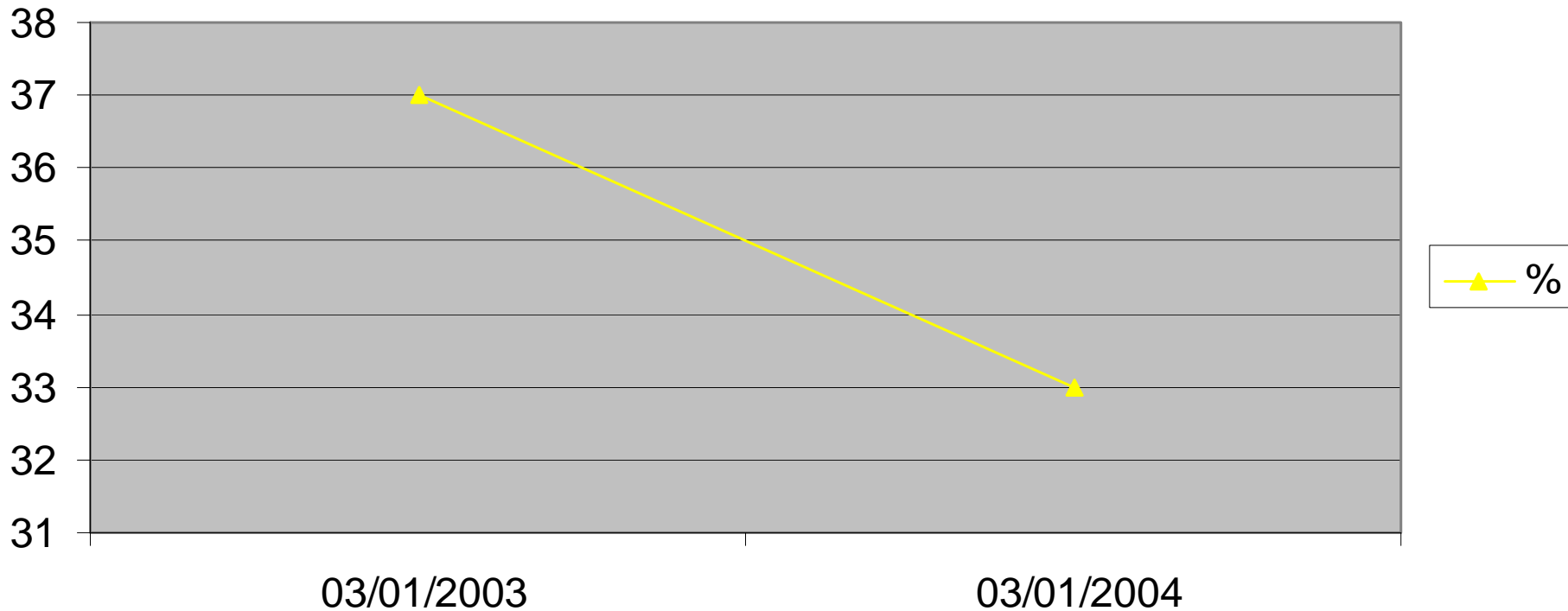
NC CHILD SUPPORT SIP GRANT

CP and NCP Appointments Harnett County



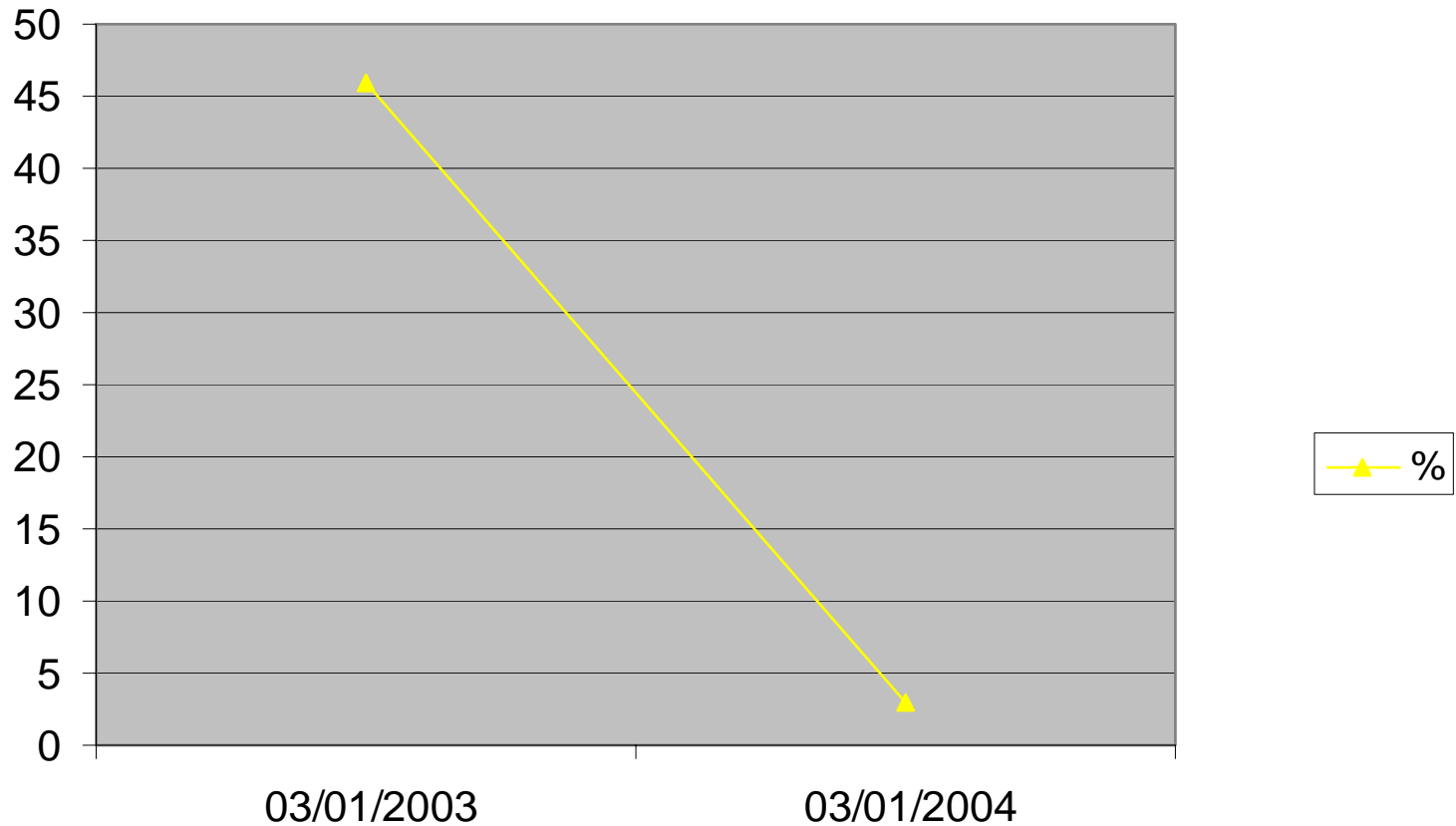
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New Orders/Delinquent Within 30 Days Craven County



NC CHILD SUPPORT SIP GRANT

New Orders/Delinquent Within 30 Days Harnett County



SIP Grant

Phone system benefits



Improved customer service

- Callers will receive personalized reminders.



Time management

- More effective and efficient use of staff time.



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Tentative Outcomes

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