

North Carolina Department of Health and Human Services Division of Social Services

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Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director
(919) 733-3055

October 14, 2010

Dear County Director of Social Services
Dear County Child Support Managers

Subject: Child Support Customer Service Center

In an effort to promote a collaborative working relationship with parents, the Child Support Section of the Division of Social Services is encouraging local Child Support offices to adopt an interactive customer service approach allowing customers direct access to county Child Support staff. This approach should coincide with the planned change for the Customer Service Center (CSC).

Effective January 1, 2011, the Customer Service Center will no longer accept forwarding of all calls as part of a standard operating practice that does not give Child Support customers the option to contact their local case manager. However, in order to ensure business continuity, the Division will still consider special requests to forward all calls to the CSC for special situations or temporary circumstances that negatively impact the operations of local Child Support offices.

As an important point of clarification, please note that the Interactive Voice Response (IVR) system will continue to function as an automated means to provide customers:

- Payment information
- Case status information
- Printed copy of payment history, direct deposit authorization or payment coupon
- Child Support telephone numbers and locations
- Clerk of Court telephone numbers and locations
- General Information on Child Support services

In addition, the IVR will continue to provide an opt-out menu option to speak with a Customer Service Center representative for assistance with:

- General information
- Address Changes
- Reset passwords for eChildsupport customers
- Print payment coupons
- Limited case research

Please note that case specific work, detailed financial research and problem-solving will be referred to the local Child Support office. A worklist will be sent to the responsible case manager.

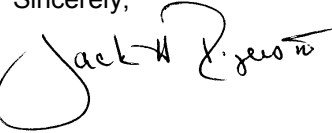
The Division is pleased that most counties and their respective Child Support offices have already reviewed or are in the process of reviewing their incoming call flow and changing their related messaging to allow customers the option to speak with a local child support representative or their designated child support case manager. In other counties, no changes were required; customers have always been

allowed to speak with local staff. If the county's incoming telephone greeting/message does not allow this option, the county should change the greeting to:

1. Provide a menu option which allows the customer to speak to a Child Support representative or case manager. There should be an option to either leave the case manager a voicemail message or have a zero-out menu to speak to a designated back-up representative.
2. Provide a second opt-out menu option if the customer is calling for: payment information, case status information, payment history, direct deposit authorization, payment coupon or general information about Child Support services, including local office telephone numbers and locations. This option can automatically transfer the customer to the Interactive Voice Response (IVR) system and automated information will be provided. Counties can also choose to provide the toll free number, 1-800-992-9457, as part of their messaging.
3. Provide (if the county chooses) the North Carolina website address - www.nchildsupport.com

Allowing the customer to speak with their case manager will help build a relationship for better communication. Child Support case manager's contact with customers is where the customer's opinion of an agency is formed. The Child Support case managers are a critical factor to the program success.

We look forward to developing a more collaborative approach with all of our partners, engaging each of you in communications and promoting excellence in the Child Support Program. Should you have any questions regarding the Customer Service Center and the continued services that will be provided, please contact Judy McArn at 919-255-3807 or Cindy Davis at 252-789-5212.

Sincerely,

Jack Rogers, Deputy Director

Cc: Sherry Bradsher
Daisie Blue
Judy McArn
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Child Support Program Representatives

CSE-13-2010