



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:

The screenshot shows the "OSV Configuration" dialog box. It is used to map fields from a data source to the OSV interface. The "Select File Type" section has "CDMMA Separated" selected. The "Select how Name is imported" section has "Last, First" selected. The "Select how Phone # imported" section has "Phone ONLY" selected. The "Area Code" is set to "(306) 648-9475". The "E-Mail Address" is set to "MMA@AONL.com".

Field Name	Value	Field Name	Value	Field Name	Value	Field Name	Value
Last/Full Name	Adams	First Name	Meghan	Area Code	(306) 648-9475	E-Mail Address	MMA@AONL.com
	Adams		Meghan				
	Meghan						
	(306) 648-9475						
	MMA@AONL.com						
	123 Main Street						
	Winston-Salem						
	NC						
	27108						
	Not Used		Not Used		Not Used		Not Used
	Not Used		Not Used		Not Used		Not Used
	Not Used		Not Used		Not Used		Not Used
	Not Used		Not Used		Not Used		Not Used
	Not Used		Not Used		Not Used		Not Used
	Not Used		Not Used		Not Used		Not Used

Buttons: View Previous Line, View Next Line, 1/7, OK, 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

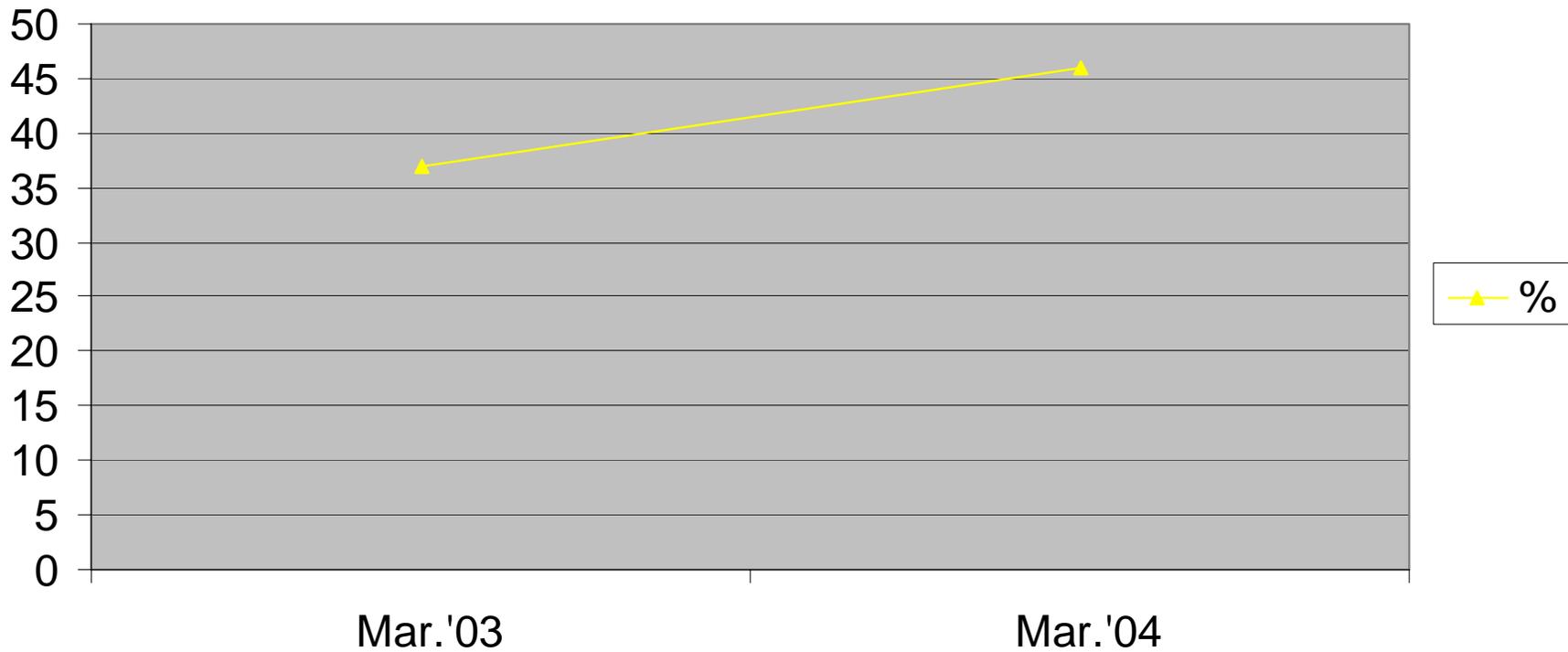
- Spreadsheet format via the Automated Collections & Tracking System (ACTS) requires manipulation before it can be imported into Phonetree.
- The ACTS file contains all capital letters and abbreviation of text. Phonetree cannot use any of these formats; Once again calling for a major manipulation of 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

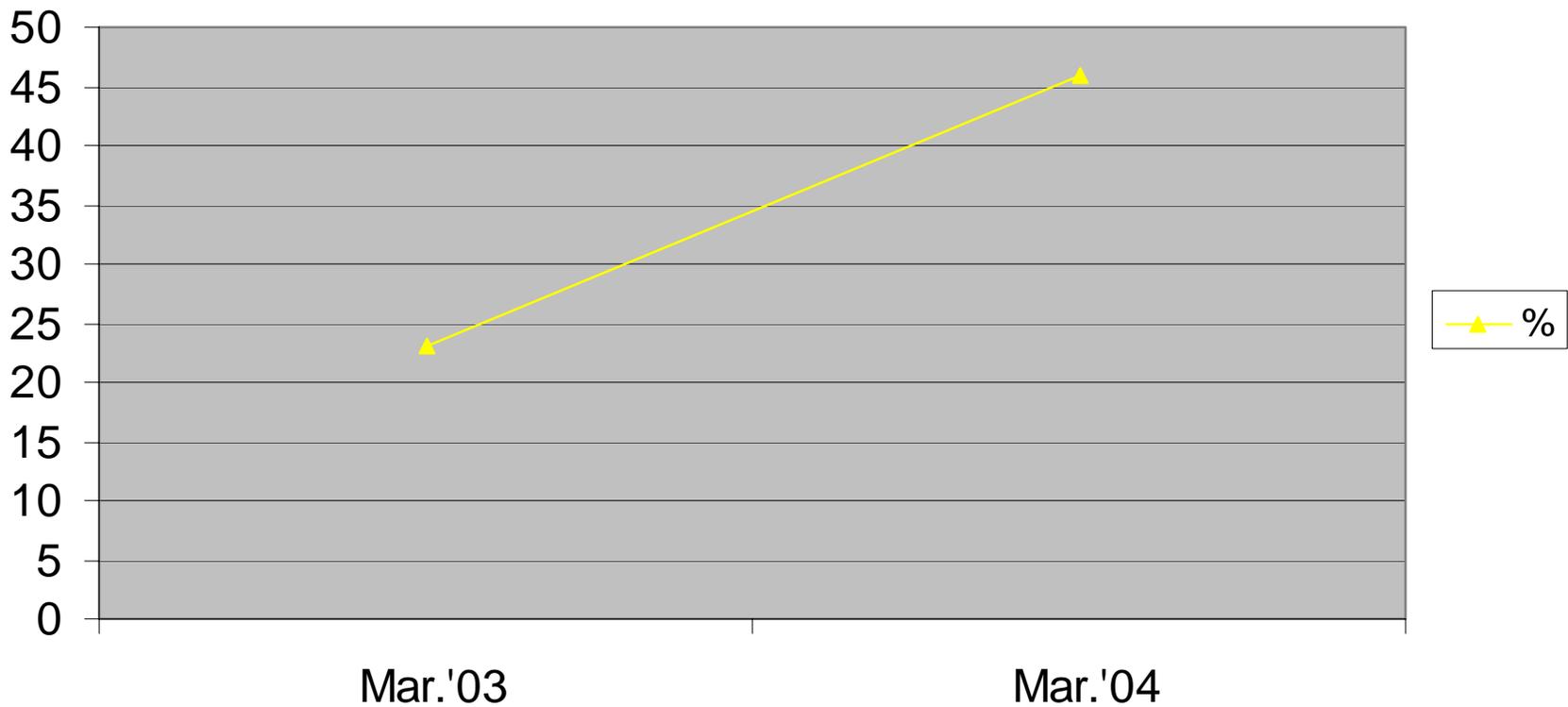
NC CHILD SUPPORT SIP GRANT

CP and NCP Appointments Craven County



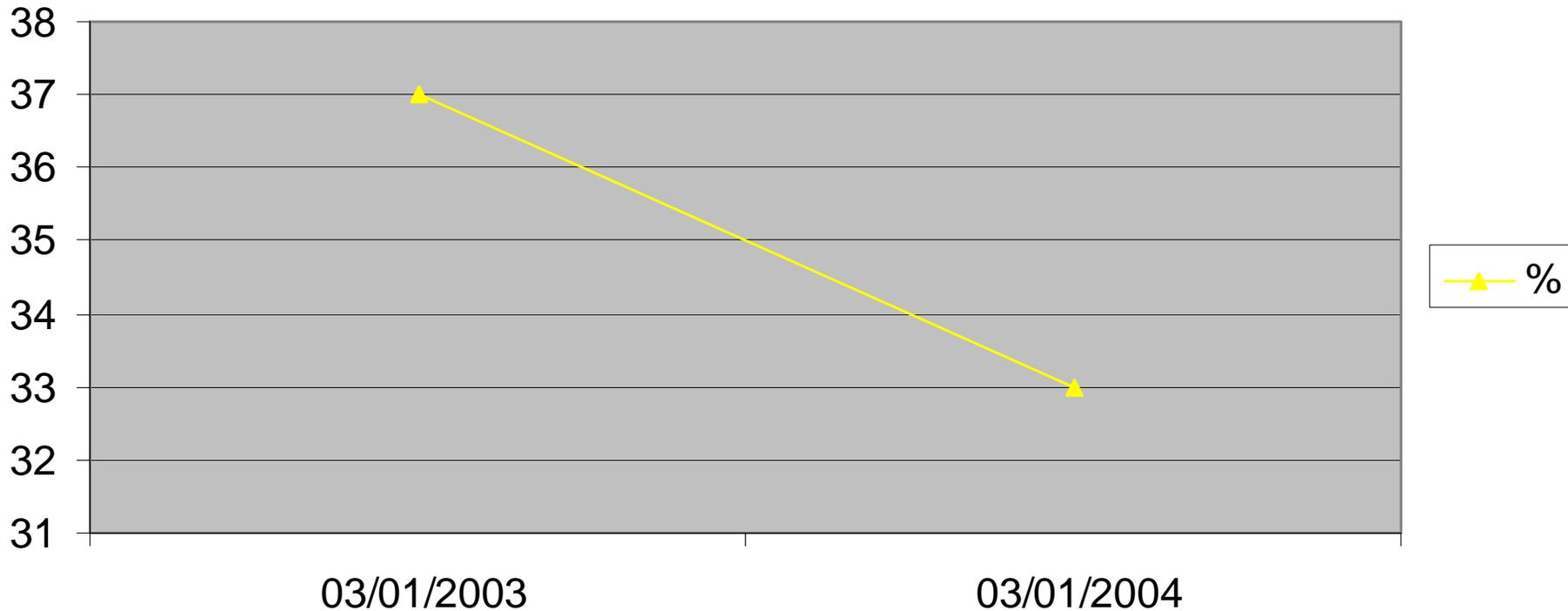
NC CHILD SUPPORT SIP GRANT

CP and NCP Appointments Harnett County



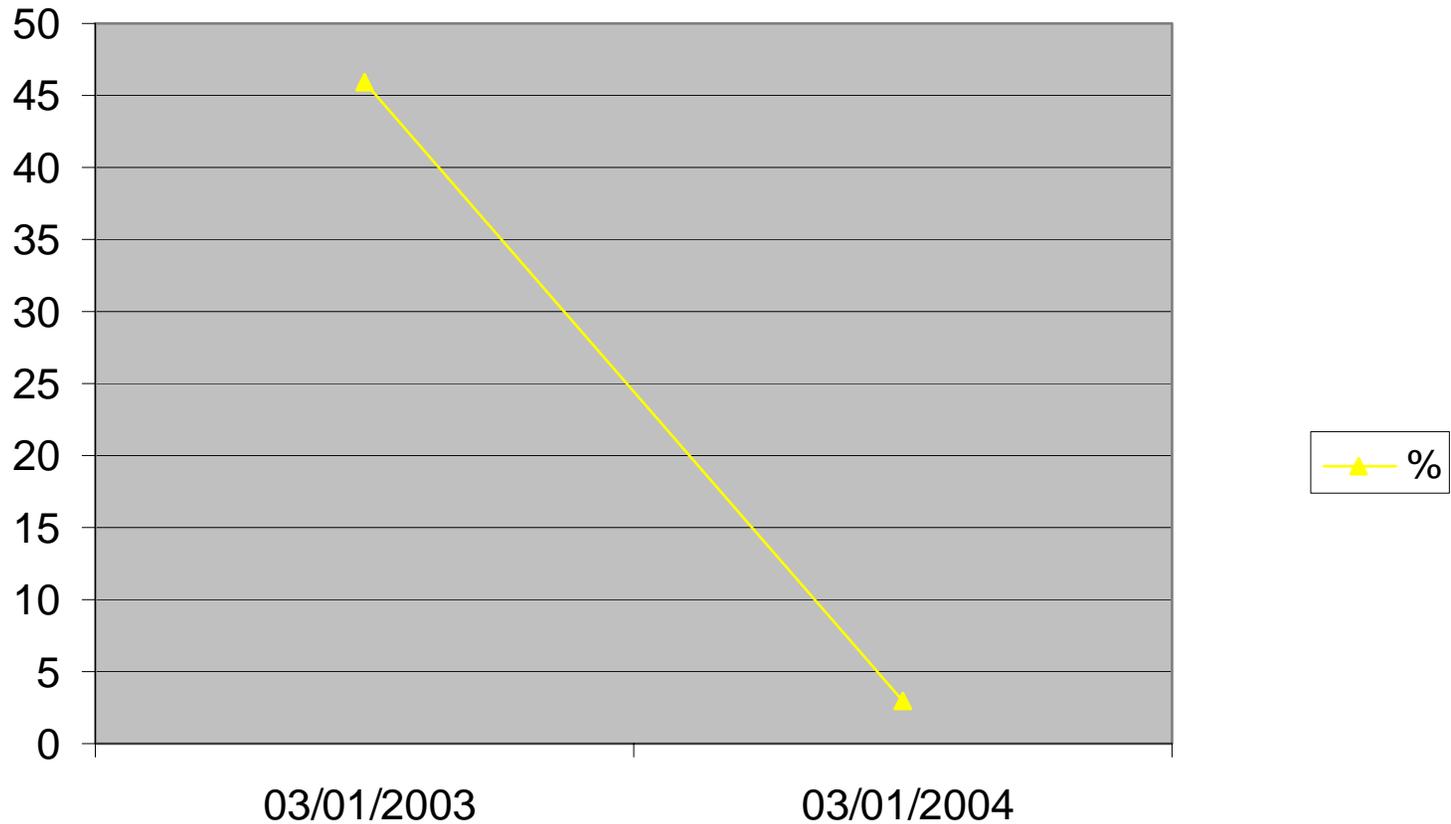
NC CHILD SUPPORT SIP GRANT

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

- Decrease in missed appointments.
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