
Issue Brief – Child Support Call Routing System

OFFICE OF RECOVERY SERVICES

NUMBERDHS-08-12

CHILD SUPPORT CALL ROUTING SYSTEM

The Office of Recovery Services (ORS) is requesting \$1,300,000 with \$442,000 from One-time General Funds and \$858,000 from federal funds for FY 2008 to replace the child support call routing system.

OBJECTIVE

The child support call routing system provides customer service for all incoming calls to ORS.

DISCUSSION AND ANALYSIS

The child support call routing system is an automated information system which handles approximately 1.6 million calls annually. The system is capable of answering simple payment questions, and explaining the services provided by ORS for about 55 percent or 880,000 of all calls. The balance of the calls, (720,000) is transferred to one of 33 customer service agents for resolution.

According to ORS, this system is obsolete. It has not been updated with the latest technology in 13 years and is no longer supported by the vendor, Intervoice, Inc. ORS feels the system has exceeded its life expectancy and would like to upgrade or replace the system.

ORS believes if the system was replaced, there would be a 20 percent reduction in the calls transferred to customer service agents. This would create efficiencies allowing about 10 full time equivalent (FTE) employees to be shifted to child support collections generating additional collections.

The cost of replacing the system was provided by Intervoice, Inc. with preliminary estimates of \$1.3 million. The initial work on the project with the Department of Technology Services (DTS) and ORS will probably result in a Request for Proposal (RFP) for the replacement of the hardware and software. However it is too early in the process to tell what the final proposal will be for the replacement.

RECOMMENDATIONS

Since the cost of replacing the system is preliminary and the final proposal has not been completed, it is the recommendation of the Analyst that ORS continue to work with DTS to prepare an RFP. Once the vendor has been selected and a contract has been negotiated, ORS can request a supplement appropriation during the 2008 General Session.