

# Issue Brief – ORS Automated Information System

DEPARTMENT OF HUMAN SERVICES

DHS-09-15

## **OFFICE OF RECOVERY SERVICE AUTOMATED INFORMATION SYSTEM**

The Office of Recovery Services (ORS) has negotiated a contract with InterVoice to replace the child support call routing system with a new automated information system (AIS) with internal resources of \$2 million (one-time) for FY 2008 and FY 2009.

### **OBJECTIVE**

The AIS will provide customer service for all incoming calls to ORS. The current system, the Child Support Call Routing System is archaic. The purpose of this issue brief is to update the Legislature on the progress of this project.

### **DISCUSSION AND ANALYSIS**

The child support call routing system is an automated information system which handles over 1.6 million calls annually. The system is capable of answering simple payment questions, and explaining the services provided by ORS for about 45 percent or 720,000 of all calls. The balance of the calls (880,000) 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According to ORS, this system is obsolete.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 14 years and is no longer supported by the vendor, InterVoice. ORS has determined that the system has exceeded its life expectancy and has entered into a contract to replace the system.

ORS believes if the system was replaced, there would be a 20 percent reduction in the number of 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.

ORS worked with the Department of Technology Services to develop a Request for Proposal (RFP). Three vendors responded with InterVoice being awarded the contract. Under the terms of the contract, the vendor has until September of 2008 to complete the contract with three benchmarks to be achieved before payment will be made.

### ***ORS Proposal to Pay for this Project***

ORS is proposing paying the contract from two sources of revenues: 1) federal incentive funds of approximately \$1.5 million; and 2) dedicated credits of \$500,000.

### **Federal Incentive Funds**

The Government Performance and Results Act of 1993 required federal programs to develop measurable goals. In response to this act, the Office of Child Support Enforcement and state partners established a strategic plan. Each state has the ability to earn incentive funds based on performance in five areas:

1. Establishing paternity;
2. Establishing support orders;
3. Collection of current support;
4. Collecting support in arrears; and
5. Cost effectiveness.

Incentive funds have to be reinvested in Child Support Programs. ORS is estimating that \$1.5 million of incentive funds can be used for this project.

**Dedicated Credits**

Passage of S.B. 104, "Office of Recovery Services Fee," during the 2007 General Session imposes an annual fee of \$25 for child support services provided by ORS to a custodial parent who has not received Temporary Assistance for Needy Families (TANF) if the office has collected at least \$500 per case. This legislation was passed to bring the state into compliance with federal guidelines. ORS is projecting that \$500,000 of dedicated credits can be used for this project.

**RECOMMENDATIONS**

The Analyst does not make a recommendation since this is an information item to update the Legislature on the progress of this project.