

How far is too far? Let's take a poll!

- **Chapter 1 – Cheeseburgers in Paradise** You are meeting with a CP in the lobby, who is upset that payments are not being received. The CP states that they cannot afford to even go to a movie. You happen to have an extra ticket to the Jimmy Buffet concert this Saturday night, and ask the CP to be your guest. This will show the CP you DO care about them.
- **Chapter 2 – It's a Dirty Business** You are meeting with a CP in the lobby, who has brought her 6 month old child. The child is in dire need of a diaper change, and you offer to handle it while the CP completes her paperwork.
- **Chapter 3 – I Can't Drive 55** While meeting with a client at the end of the day, they mention that they do not have transportation to get home. You are leaving soon anyway, and they live on your route home, so you offer them a ride.
- **Chapter 4 – Driving to Miss Daisy's** A client is required to complete paperwork for their CSS case. The client is bedridden, and unable to have the documents notarized. You offer to drive to the client's house and notarize the documents, and then bring the documents back to the office with you.

Customer Service – How far is too far?

Building Strong Families Through Innovation

Begin With the End in Mind

What kind of relationship do we want to have?

- The NCP calls us when they get a new job.
- The CP responds about a child graduating
- The employer withholds and remits payments timely

Positive working relationship

Business Friendly





Who Are Our Customers?

What gets in the way?

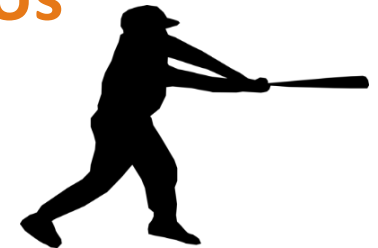


We remind Our Customers of...

- Broken Relationships
- Money Problems



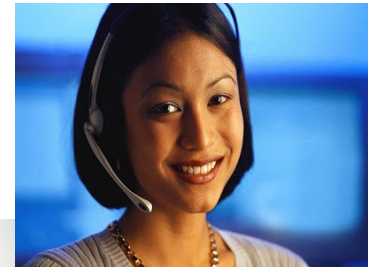
Every Encounter Starts with 2 Strikes Against Us



What is our expertise?

We are the Subject Matter Experts of

- Paternity
- Order establishment
- Child support and medical enforcement
- Modification
- Intergovernmental
- Financial



What Approach Is Appropriate?

- Traditional Approach – We are enforcers
 - You should withhold
 - you should pay,
 - you should be patient
- Force them to be what we want them to be



New Approach

- New Approach - We are service providers
 - Meet them where they are
 - Why aren't they withholding?
 - Why aren't they paying?
 - Why aren't they responding?



Bill Collector v. Social Worker

Bill Collector

Social Worker



Where is Child Support?



How far is too far? Let's look again

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State specific strategies



Any Questions?

Thank you for participating!

