

Implementing a Customer Service Program

September 30, 2024

10:30 AM-12:00 PM





Mandy Ortiz
Unit Administrator
Clark County D.A., (Nevada)
Family Support Division



Latanya King
Sr. Management Analyst
Clark County D.A., (Nevada)
Family Support Division



Dean Veith
Assistant Director
Riverside County (California)
Dept. Of Child Support Services



ICE Breaker

“In one word, what’s the most important thing customers want from their service experience with a Child Support Office?”



Clark County DAFS





Beginnings at DA Family Support

- Customer Service Environment
 - Lobby setup
 - Case manager roles
 - Caseload sizes

	Feb 2009	Feb 2022
Caseload Count	86,692	45,801
Enforcement Caseload	54,572	42,096
Establishment Caseload	32,120	3,705



Customer Service Challenges

What Do Customers Want?

- ▣ Promptness
- ▣ Courtesy
- ▣ Listening with Care
- ▣ Knowledge & Competence
- ▣ Willingness to Offer Assistance
- ▣ Respect & Sincerity
- ▣ Want their issue resolved

Top Customer Complaints

- ▣ Impersonal Service
- ▣ Employees who are unwilling to make the extra effort
- ▣ Employees who seem annoyed by requests for assistance
- ▣ Employees who don't know what's going on
- ▣ Waiting....waiting.....waiting....



Turning Point

Nevada ranks at bottom in child support collections

Ed Vogel

March 3, 2009 - 6:33 pm





Implementing Change





Home for the Holidays

Nevada's Clark County Sends Payments Home for the Holidays

By Amnesty Project Team
Clark County Family Support Division



The Clark County team of supervisors that spearheaded the "Home for the Holidays" amnesty project in November are (back row, from left) Susan Gibson, Roger Dixon, Sherrill Warren, and Rhondalyn Piggee; and (front row) Latanya King, Juanita Clifton, Terri Luera, and Kay McDonald.

Be Home For the Holidays
Child Support Amnesty Week

November 16-21
8am-5pm



Parents with outstanding **Child Support Bench Warrants, Suspended Drivers License** or who are not in compliance with their child support orders can **come in to the child support office to negotiate** a settlement payment without the worry of being arrested on their child support warrant. Parents must be prepared to make a payment.

This is an amnesty program offered to provide much needed support for your children for the upcoming holidays.

Simply show up and bring the following with you:

- Proof of current income
- Identification
- Money (cash, money order or cashier's check)



District Attorney's Office
Family Support Division
301 E. Clark Ave
702-671 9200



Child Support Center of Southern Nevada

- **One Stop Shop**
 - Court
 - Clerks Office
 - SCaDU
 - Kiosks
 - Intergovernmental Team



Customer Service Unit

	Lobby	Call Center
Customer Contacts	1,573	15,182
Office Specialist	6	35
Family Support Specialist	1	2
Senior Family Support Specialist	1	2
Supervisor	1	2





Customer Service Training

Exceptional Customer Service Skills





Training and Development

- Leadership/Management Training
- Process mapping
- Texting Pilot
- BOW Training
- Train the Trainer
- Reports
- Technology



Mailer Projects

OFFICE OF THE DISTRICT ATTORNEY
Family Support Division
(702) 671-9200 - TDD (702) 386-7486 (for the hearing impaired)
1900 East Flamingo Road, Suite 100, Las Vegas, Nevada 89119-1506
Fax: (702) 386-2128

TERESA M. LOWRY
Assistant District Attorney
CHRISTOPHER J. LALLI
Assistant District Attorney
MARY-ANNE MILLER
Assistant District Attorney
JEFFREY J. WITTHUN
Assistant District Attorney

Steven B. Wolfson
District Attorney

WARNING

This is to serve notice that you currently have an active Family Support Division child support warrant for your arrest. If you are arrested, you will be taken to jail pending a hearing on the matter. Be advised that you have been entered into a statewide law enforcement system and that you may be arrested anywhere in the state of Nevada.

WE WOULD LIKE TO OFFER YOU THE OPPORTUNITY TO AVOID BEING ARRESTED BY NEVADA LAW ENFORCEMENT AND INSTEAD BE AT HOME DURING THE HOLIDAYS. To take advantage of this opportunity, you must report to the District Attorney Family Support Office 1900 E. Flamingo Road Ste. 100, Las Vegas, NV, 89119, between the hours of 8:00 a.m. and 5:00 p.m., during the week of Monday, December 9, 2013 through Friday, December 13, 2013. During this week you will be given the opportunity to resolve your active warrant by making a meaningful payment on your child support case. You must bring current proof of income, identification and money in the form of cash, money order, debit card, credit card or cashier's check. Your failure to proactively address your outstanding warrant will result in your arrest.

This is an excellent opportunity for you to resolve your Bench Warrant and any other issues on your case so that you can avoid arrest and incarceration. At the same time, you can provide much needed financial assistance so that your children can benefit from your support this holiday season.

Thank you for your cooperation.


Steven B. Wolfson
Clark County District Attorney

REDUCE MY DEBT



State of Nevada Offer in Compromise (OIC) Program

Did you know we offer a program that may provide assistance with paying off your past due child support for less than the full amount owed?

If you owe past due support to the State because your child(ren) received public assistance, you may qualify for the Offer in Compromise Program.

If you are interested in discussing a settlement offer, please contact the Specialized Enforcement team at **(702) 671-9468**.



Child Support Center of Southern Nevada
1900 E. Flamingo Rd Suite 100
Las Vegas, NV 89119



Mailer Projects-Post Cards



Child Support Center of Southern Nevada
1900 E. Flamingo Road, Las Vegas NV 89119

RETURN SERVICE REQUESTED

REF: 000012100



Need Help Getting Back On Track? Just Ask!

Saturday, August 7, 2021 from 8am to 4pm

We will be available onsite and by phone to assist with your child support needs.

- Case reviews and status updates
 - Modification options
 - Ask-A-Lawyer
 - Assistance with Social Security
 - Job placement opportunities
 - Driver license suspension reinstatement
- *Please be prepared to make a payment***

AUGUST IS CHILD SUPPORT AWARENESS MONTH

Child Support Center of Southern Nevada
1900 E. Flamingo Rd. Suite 100
Las Vegas, NV 89119
(702) 671-9200



Outreach Initiatives

ATTENTION PARENTS

Are you having problems arranging visitation for your children?

Never been married to the other parent?

We have a **FREE** program that may help.

THE VISITATION / ACCESS MEDIATION PROGRAM



Office of the District Attorney
1900 East Flamingo Road, Suite 100
Las Vegas, NV 89119
(702) 671-9650

District Attorney Family Support Division Pre-Compliance Orientation

Take Out Paperwork

- Completed Packets
- Birth Certificate, Copy of Existing Orders

You Need to Complete

- 1 packet= Each absent (non-custodial) parent
- If absent parent **lives IN Nevada** = 1 Declaration of Paternity per child
- If absent parent **lives out of state** = 1 Affidavit in Support of Establishing Paternity (NOTARY NEEDED- do not sign)

If You Have a Valid Out of State Address for Absent Parent

- Please complete a General Testimony (NOTARY NEEDED- do not sign)

Family Violence Paperwork

- If family violence **is an issue** (you have marked "yes" on the Domestic Violence Statement): please complete the Family Violence Affidavit

Child Support Ask-A-Lawyer

Do you have questions about any of the following:

Child Support
Nevada Child Support Laws
Paternity
District Attorney's Family Support Division's (DAFS) Purpose & Services

Would you like to hear directly from a DAFS Deputy District Attorney who works child support cases daily?

Free telephonic child support question & answer sessions are held
on the second Tuesday of every month at 2:00PM

Telephonic sessions are open to everyone

A DAFS Deputy District Attorney will call you

DAFS, in partnership with Clark County's Family Law Self-Help Center, offers these Q&A sessions as a public service. Sessions go until all attendees have had a chance to ask their questions.



Sign up in person at:

Child Support Center of Southern Nevada
1900 E. Flamingo Road
Las Vegas, NV 89119



-or-
Family Court Self Help Center
601 N. Pecos Road
Las Vegas, NV 89101



Sign up by phone at:
Family Court Self-Help Center (702) 455-1505
DA-Family Support (702) 671-9200



ADVISORY - PLEASE READ ME: When important legal rights and responsibilities of yours are at stake, such as with child support matters, you should consult and hire an attorney to represent you. The DAFS representative's responses to your questions are intended only to provide accurate informational service and should not be understood by you to be "legal advice" or to create an attorney-client relationship between you and DAFS or its representative.



Outreach Team

May 8, 2024



DISTRICT ATTORNEY

Family Support Outreach Team—2024

Have you heard? The District Attorney Family Support Division (DAFS) has an outreach team. The team's efforts and commitment to our customers and community continues to evolve thanks to the dedicated members of the team and the support of the entire organization.

The DAFS Outreach Team was created in 2009 when we developed our first two agency partners, US VETS and the Family Mediation Center. It was the beginning of a new culture in the organization and it just kept getting bigger and better.

Currently DAFS partners with a multitude of agencies and continues to build new relationships with other organizations in order to reach customers who need us the most. The following are just a few of our partners:

S.A.F.E. House

Foundation for an Independent Tomorrow





Outreach Team Events



Events

- Judicial District Court Bench/Bar Presentation
- HOPE for Prisoners – Second Chance Hiring Event
- Bring Your Child to Work Day
- Military Law Day (Nellis)
- Clark County Bar Association - Ask A Lawyer
- Internal Outreach Fair



Outreach Partnerships



SafeNest





Child Support Awareness Month





Funding



Certificate # 2788

"STEPPING UP to dress down" program rules:

- ✓ No limit to the number you can purchase (\$5 each)
- ✓ Must be purchased at least one day prior to using.
- ✓ "Casual Friday" dress code policy applies to "dress down" days.
- ✓ Wear or display your "Stepped Up" pin on "dress down" days.
- ✓ Surrender this certificate to your supervisor on the day you choose to come to work dressed down.
- ✓ Contact Allison Williams in Administration if you have any questions (671-0983)





Employee Appreciation Committee

- **Employee Appreciation Committee (EAC) Events**

- Valentine's Day Friend O Grams
- Employee Appreciate Donut Day
- Baked Potato Bar
- National Bring Your Child to Work Day
- Halloween Decorating Contest
- Holiday Decorating Contest
- Nacho Average Spirit Week
- Employee Appreciation Luncheon
- Pop-Up Lemonade Stand





Employee Engagement

- **On-Site Trainings**

- Cultural Compass: Generations in the Workplace
- Application and Interview Training
- Cultural Compass: Workplace Culture
- Federal Performance Measure Training
- I'm Tired (Understanding Burnout, Compassion Fatigue & Self-Care)
- Pre-Supervision Training for Leads

- **Meetings**

- All Hand Meeting/ Employees of the Year Celebration
- Quarterly Lead Meeting
- Quarterly Supervisor Meeting
- Legal Meet and Greet



Recognition and Reward





VIDEO



Conclusion

- Ensure that customer service becomes ingrained in the company's culture, values, and mission.
- Encourage collaboration and communication across departments to deliver a seamless customer experience.
- Empower employees at all levels to take ownership of customer satisfaction and contribute to the success of the program.



IMPLEMENTING A CUSTOMER SERVICE TEAM

**Speaker: Dean Veith, Assistant Director
Riverside County Department of Child
Support Services**





Riverside County, California 's estimated 2024 population is **2,510,643** with a growth rate of 0.73% in the past year according to the most recent United States census data.

In Riverside County, the Department of Child Support Services assists around **82,000 families**¹. This includes providing financial and medical support to ensure children and families receive the necessary court-ordered support¹.



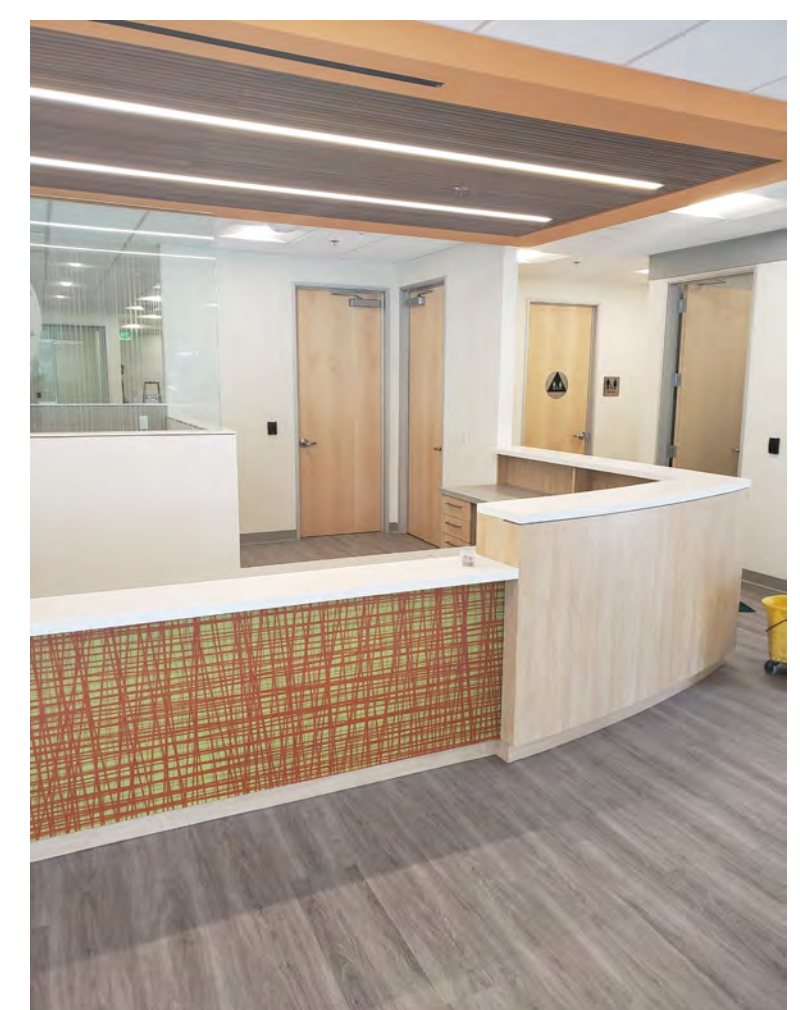
Riverside County





Riverside Customer Service Building During Renovation

4





Riverside Customer Service After Renovation

5





Riverside Customer Service After Renovation

6





Riverside Customer Service After Renovation

7





Riverside Customer Service After Renovation

8





After Renovation – Safety Measures

9





Riverside Customer Service After Renovation

10





Indio Customer Service After Renovation

11





Indio Customer Service After Renovation

12



WICSEConference | 2024



Blythe Customer Service

13





Caseload Per Region

Enforcement Teams 1-10	38,590 Cases
Arrears Teams	19,072 Cases
Intergovernmental	6,368 Cases
Establishment	7,571 Cases



Riverside Customer Service Team

15

The Customer Service Team currently consists of two teams:

- 2 – Supervisors
- 2 – Senior Child Support Specialists
- 2 – Office Assistants; 1 of which is TAP
- 2 – Child Support Interviewers
- 13 – Child Support Specialist



Indio Customer Service Team

16

- 1 – Supervisor
- 1 – Senior Child Support Specialist
- 5 – Child Support Specialists



Caseload for Enforcement Team

Cases Per Team	
TEAM 1	3,869
TEAM 2	3,827
TEAM 3	3,868
TEAM 4	3,867
TEAM 5	3,853

Cases Per Team	
TEAM 6	3,992
TEAM 7	3,660
TEAM 8	3,883
TEAM 9	3,873
TEAM 10	3,881

Enforcement Teams 1-10	38,590 Cases
------------------------	--------------



Current Customer Services Stats for Riverside

Interview Totals	
Client Walk Ins	1,161
Phone Interviews	1. 0
MTR	24
Family Laws	193
Abandoned Interview	6
Live Chats	330
Tasks Worked	1,073
Total Clients Seen	1,378

Wait Times	
Longest Wait Time:	
CST CSS	68 minutes
FLAC	96 Mins



Current Customer Services Stats for Riverside

Just Ask Payments:	
Number of J/A Payments	18
Amount	\$10,239.93
Riverside Kiosk	
Total Payments	427
Amount	\$181,646.25



Current Customer Services Stats for Indio

20

Interview Totals	
Client Walk Ins	422
Phone Interviews	0
MTR	55
Mecca Interview	3
DHS Interview	0
Abandoned Interview	5
Total Clients Seen	477

Wait Times	
Longest Wait Time:	0:35
Average Time	0:06
Combined Wait Time	58:11:00

FLAC Wait Times	
Clients Seen:	75
Longest Time Average Time	0:12
Combined Wait Time	15:11:00

Indio Kiosk	
Total Payments	223
Amount	\$91,152.00



Current Customer Services Stats for Blythe

Incoming Calls & Voice Messages	429
Outgoing Calls	755
PPS Contact w/Calls	391
PPS Located w/Calls	1
Employee Contact w/Calls	44
Employee Income Located	0
Payment Rec'd w/Calls	10

Text Message Sent	726
Text Message Received	338
PPS Contact w/Message	159
PPS Located w/Message	1
Employment Income Located	0
Payment Rec'd w/Message	0
Text & Call Combined Cases	2,248

# JA	\$ Just Ask	# HIU	\$ Hike It Up
11	\$13,132.21	1	\$5.00



Current Customer Services Stats for Blythe

Interview Totals	
Client Walk Ins	44
Phone Interviews	0
MTR	20
Abandoned Interview	0
Total Clients Seen	64
Wait Times	
Longest Wait Time:	
Average Time	0:29 minutes
Wait Time	8.07 minutes

Totals	
Riverside Cases	0
SSO Cases	1

Blythe Kiosk	
Total Payments	7
Amount of Payments	\$2,165.20



Call Center Stats

23

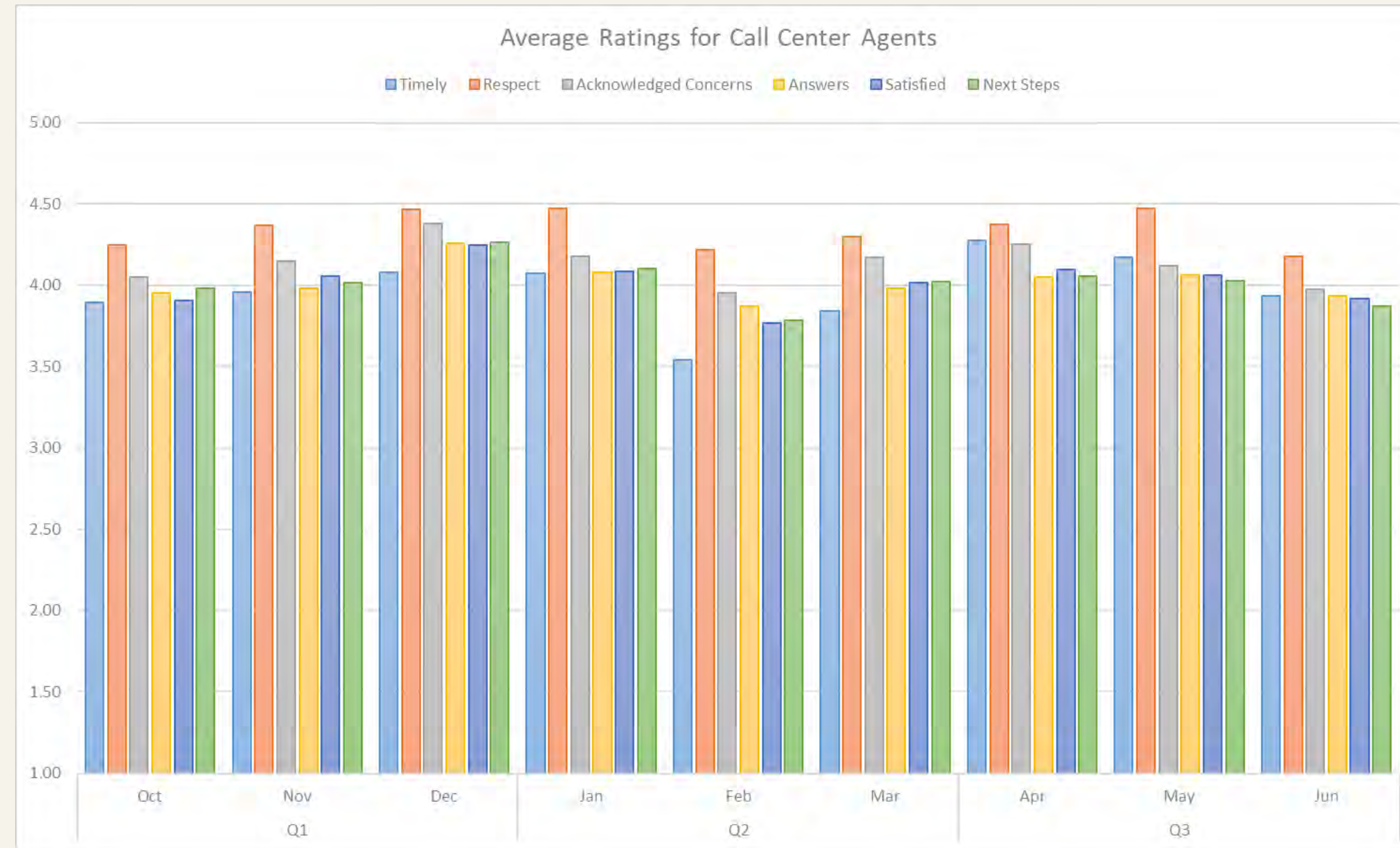
Average Ratings for Call Center Agents

	Timely	Respect	Acknowledged Concerns	Answers Satisfied	Next Steps	
Q1						
Oct	3.89	4.25	4.05	3.95	3.91	3.98
Nov	3.96	4.37	4.15	3.98	4.06	4.02
Dec	4.08	4.47	4.38	4.26	4.25	4.27
Q2						
Jan	4.07	4.47	4.18	4.08	4.09	4.10
Feb	3.54	4.22	3.95	3.87	3.77	3.79
Mar	3.84	4.30	4.17	3.98	4.02	4.02
Q3						
Apr	4.27	4.37	4.25	4.05	4.10	4.06
May	4.17	4.47	4.12	4.06	4.06	4.03
Jun	3.94	4.18	3.98	3.93	3.92	3.87
Grand Total	3.98	4.34	4.14	4.02	4.02	4.02



Call Center Stats

24





Customer Service Team Stats

25

Department Total 2023	
Live Chat	82,156
Walk-Ins	17,448
Tasks	7,560



Service Delivery Model

- ☐ The culture of an organization is formed by the beliefs, behaviors, norms, dominant values, rules, and climate in the organization.
- ☐ Turn public service into collaborative experiences
- ☐ Innovative solutions for stronger families
- ☐ Change perception of Child Support



Customer Service Specialist (CSS) Responsibilities

27

- ☐ Walk-ins
- ☐ Live Chats
- ☐ Virtual Appointments
- ☐ Case processing for Intake/Establishment/Enforcement/Specialized Teams
- ☐ Process Enforcement Tasks/Intergovernment Tasks
- ☐ Legal (serve customers, generate proof of services, stipulations and collaborate with the legal unit for PCIA)
- ☐ Financial (generate Lost Warrant Affidavits)
- ☐ Special Assignment/Workgroups
- ☐ Assist with credit/debit card payments
- ☐ Assist with Outreach/Department events
- ☐ Provide referrals to community resources as requested
- ☐ Call Center



Remodel & CST Development/ Enhancements Made During This Process

- ☐ Live Chat
- ☐ Lobby Central Database & Kiosk (allowing customers to schedule in-person & virtual appointments online)
- ☐ Microsoft Team Room (virtual appointments)
- ☐ Open Saturdays
- ☐ Payment Kiosks
- ☐ Text Pro
- ☐ DocuSign



Remodel & CST Development/ Enhancements Made During This Process

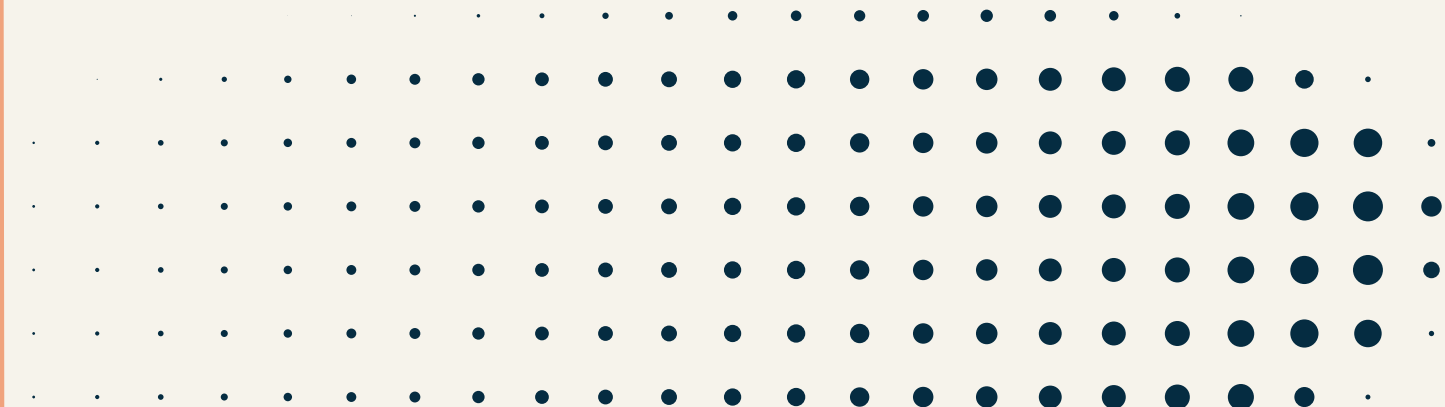
- ☐ Lost Warrant Affidavits (process improvement)
- ☐ Business Partners (FLAC, Genetic Testing, Table Tuesday)
- ☐ PCIA Collaboration
- ☐ Conference Room (Kobe Bryant, for community use)
- ☐ Public-Facing Computer (for customers to apply for service and access county & state resources)
- ☐ No Pause
- ☐ Integrated Services Delivery (County-specific project)



Customer Service Challenges for Riverside & Indio

30

There were many challenges as we introduced Microsoft Teams to the customers, as well as the check-in kiosk with Lobby Central after transitioning from SetMore software.



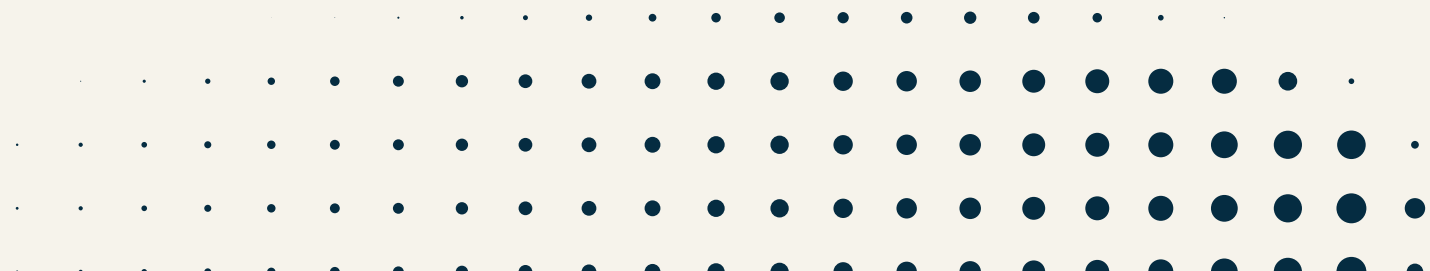


Customer Service Challenges for Riverside & Indio

31

Check-In Kiosk – When initially setting up the kiosk for customers to check-in, we listed far too many reasons for a customer to walk-in. Our hope was to gather information that we could use to analyze lobby patterns. It quickly became apparent that customers were likely to click the first choice they saw just to get checked in. Other customers would always pick “general questions” even if they were coming in for a license release or something else on the list.

Lobby Central – This software was a huge improvement over SetMore. We did have challenges with OA staff.





Riverside Customer Service Kiosk Break In 5-28-23

32





Riverside Customer Service Kiosk Break In 5-28-23

33





Kiosk Enclosed in Secured Glass Enclosure

34





Security Measures After Break In



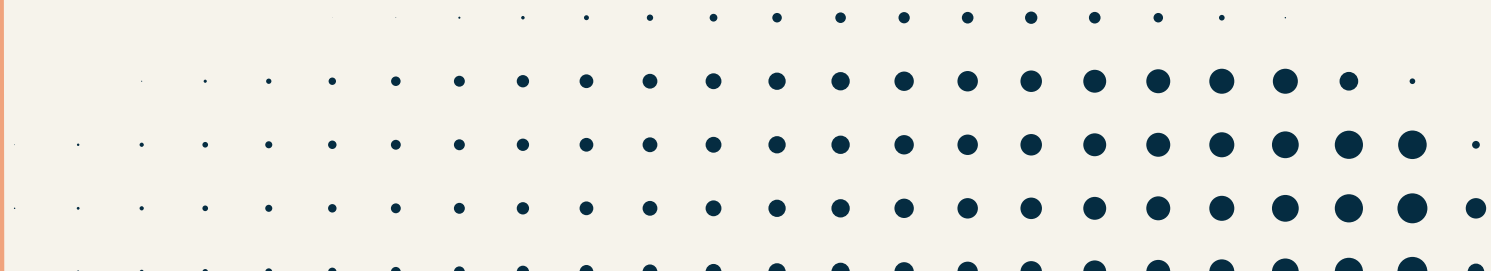
Bollards were placed in front of the Customer Service Building



Lessons Learned

36

1. Security of Kiosk/Building
2. Staff Selection – Right Fit
3. Span of Control
4. Call Center – Outsourced, more cost effective
5. Kiosk Set Up/Lobby Central





Marketing & Media

The Marketing and Media Team supports both internal and external customers regarding child support services programs, services, and internal campaigns. Their campaigns cover a broad spectrum of media content, including print design, video design, social networking elements, audio production, and various other forms of content creation.

Internally, the team helps support morale and culture within the department by promoting and hosting campaigns. These include district-wide events (Quarterly Report Out, KDCSS-TV radio, etc.) and independent branch location events, such as our Indio Resource Fair and our Blythe Winter Holiday event.

The team's goal is to further educate and promote child support programs, services, and all internal campaigns.



Community Outreach

The Outreach team is composed of one Supervisor and three Child Support Specialists, bolstered by the Media and Marketing teams. Over the last two years, the team has expanded from several community partners to nearly 100, facilitating regular collaboration and sharing of resources to enhance the well-being of the children and families we serve.

Valuable partnerships have been formed with various community organizations, providing access to essential services such as health and human services, wellness programs, and financial clinics. The team's visibility has increased significantly through active participation in community fairs, festivals, and outreach events. Their specially outfitted van allows Community Outreach to set up in local parks, hospitals, and businesses throughout the city, bringing our services directly to the community.



Community Outreach

- ☐ **Table Tuesdays**
- ☐ **Active participation in community fairs, festivals, and outreach events**
- ☐ **Sponsor Employer workshops**
- ☐ **Collaboration with the Mexican Consulate**



Community Outreach

- ☐ Increased engagement with our Spanish-speaking population
- ☐ Health Days provided in all locations with vaccine options and health screenings
- ☐ Launched a six-part workshop series dedicated to fatherhood beginning January 2024.
- ☐ Partnered with local jails and prisons to reach out to incarcerated participants



Community Outreach Partners

41

- ☐ Department of Social Services
- ☐ Department of Veteran's Services
- ☐ Riverside County Unified School Districts
- ☐ California Department of Corrections and Rehabilitation
- ☐ Salvation Army
- ☐ Community Action Partners
- ☐ Workforce Development



Thank You!



We would love to hear your thoughts about this workshop. It only takes a few minutes!

You can rate workshops easily through the Conference App. On the event main menu, go to the agenda. Tap on [Workshop Title](#) to view the detail page, then tap the "Session Feedback" button.

