

DHS CALL CENTERS

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Presentation to: DHS Board

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Vision, Mission and Core Values

Vision

Stronger Families for a Stronger Georgia.

Mission

Strengthen Georgia by providing Individuals and Families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.

Core Values

- **Provide access to resources that offer support and empower Georgians and their families.**
- **Deliver services professionally and treat all clients with dignity and respect. Manage business operations effectively and efficiently by aligning resources across the agency.**
- **Promote accountability, transparency and quality in all services we deliver and programs we administer.**
- **Develop our employees at all levels of the agency.**

DHS Call Centers

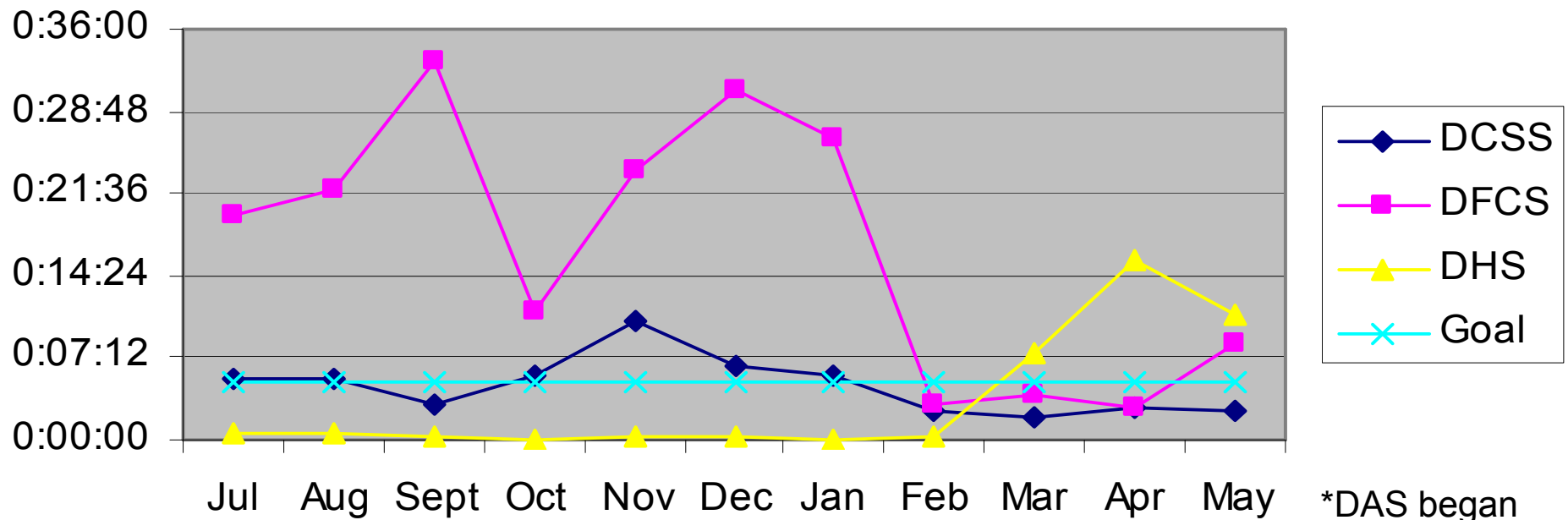
- Department of Human Services
 - General Information/LIHEAP/Fraud
- Division of Aging Services
 - Adult Protective Services
- Division of Child Support Services
 - All incoming calls for DCSS offices across the state
- Division of Family & Children Services
 - Food Stamps, TANF & Medicaid change report center
 - Child Protective Services after hours

Overview

- Improved Operations
 - Established Goals/Standards
 - Staffing
 - One Number
- Communication
 - Consistency
 - Improved client access
 - First attempt resolution
 - Increased knowledge base

Average Speed of Answer

Fiscal Year 2012 Average Speed of Answer



*DAS began reporting in May

Future Opportunities

- **Expanded Oversight**
 - **Operations Analyst - Enterprise Support Function**
 - Training, technical assistance, manage & report on performance data
- **Automated Services**
 - **DFCS**
 - Self Service via the IVR
 - Route local DFCS office numbers
 - **Call trees**
 - IVR messaging
 - Call trees
- **Call Center Technology**
 - **DFCS – OFI – “On Demand Interviewing”**
 - **Constituent Services**