

COUNTY OF MILWAUKEE
Inter-Office Communication

DATE: August 20, 2014
TO: Supervisor Marina Dimitrijevic, Chairwoman, Milwaukee County Board of Supervisors
FROM: Jim Sullivan, Director, Department of Child Support Services
SUBJECT: Authorization to enter into a contract for consulting and call center services with XEROX State & Local Solutions, Inc.

ISSUES

Milwaukee County Child Support Services (CSS) currently operates a call center staffed by Child Support Assistants (CSAs) who answer around 11,000 calls per month. When call volume exceeds what the CSAs can handle, the calls overflow to higher-level Case Managers, disrupting work flow and negatively affecting agency performance. The call center's ten-year-old software system, Apropos, is no longer state-of-the-art, and it has demonstrated considerable instability. Maintenance costs exceed \$80,000 per year, and cost estimates to replace it are approximately \$1 million.

As state and federal funding is largely dependent upon increasing agency performance, CSS seeks to better its performance beyond the incremental improvements experienced over the last three years. XEROX runs the Child Support Trust Fund (which collects and disburses all child support payments in Wisconsin). It handles call center services for multiple county child support agencies, and it is a nationwide leader in assisting states and large urban jurisdictions improve child support performance. XEROX offers consulting services to study and evaluate child support work processes, and make recommendations for improving processes to more dramatically improve performance.

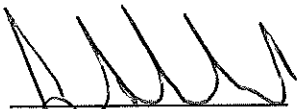
DISCUSSION

To address these issues, Milwaukee County CSS applied for and received a County Innovation Grant for the cost of the first year of this contract for XEROX's consulting and call center services. In evaluating alternatives for long-term call center services, CSS determined that utilizing XEROX for calls and assigning Child Support Assistants to other office duties, such as handling walk-in customer service duties and assisting Case Managers with various case reports and worklists, would provide CSS with the best opportunity to maximize both performance and cost effectiveness, without incurring the expenses involved with replacing Apropos. With its current contracts with the State of Wisconsin and other Wisconsin counties, XEROX is uniquely positioned to provide comprehensive call center services to Milwaukee County. Additionally, the opportunity to tap into XEROX's considerable experience and expertise provides CSS with a cost-effective method to evaluate and improve current case management practices.

RECOMMENDATION

The Department recommends that the County Board authorize Child Support Services to contract with XEROX State & Local Solutions, Inc. for consulting and call center services.

Respectfully submitted,



Janet Nelson, Legal Counsel Administrator, for Jim Sullivan, Director
Department of Child Support Services

Electronic copies with attachments to:

Chris Abele, Milwaukee County Executive
Theodore Lipscomb, Sr., Chairman, Judiciary, Safety and General Services Committee
Raisa Koltun, Chief of Staff, Milwaukee County Executive's Office
Josh Fudge, Fiscal & Budget Administrator, Department of Administrative Services
Andre Simms, Analyst – County Board
Alexis Gassenhuber, Committee Clerk, County Clerk
Janelle Jensen, Committee Clerk – County Board

Attachments