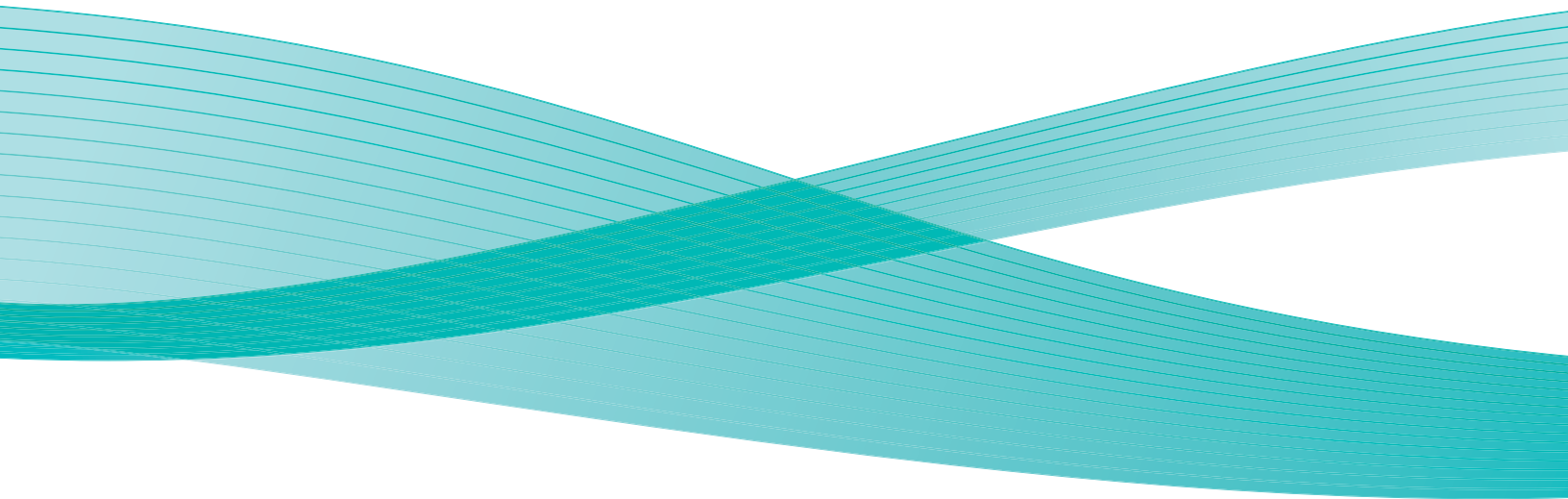


Hurricane Katrina changed everything. Except our commitment.

Through our customer service center,
we re-established communications
with evacuees and maintained child
support payments.



In the aftermath of Hurricane Katrina, we helped deliver critically needed child support to evacuees in Louisiana...and well beyond.

The Challenge

When Hurricane Katrina devastated Louisiana in 2005, it displaced more than 1.2 million people – many of whom depended on child support checks from the Louisiana Department of Social Services (DSS). But at a time when they needed money most, evacuees couldn't receive support, because DSS couldn't mail checks to custodial parents whose whereabouts were unknown. The agency needed a new strategy to find families and deliver child support payments.

As the State's child support services provider, we were already managing \$306 million in child support payments per year, as well as operating the customer service center. DSS called us for help.

The Solution

We moved quickly to help Louisiana DSS continue distributing payments to displaced families. The State's child support call center had been disrupted by the storm, so we found a way to redirect calls to a single operational circuit through Houston. To handle the demand, we extended its hours of operation to 12 hours a day, seven days a week.

Phone support was only the beginning. Our people traveled to the Houston Astrodome and the San Antonio shelter at Kelly Air Force Base to locate custodial parents and help them get their child support payments. We set up information booths at each shelter and sent checks

immediately when parents were located there. These efforts, by phone and in person, yielded enough information for Louisiana DSS to deliver 100,000 child support checks to Hurricane Katrina evacuees.

As the relief effort escalated, so did the needs of both the State and its families. DSS asked us to establish a central call center to provide information for displaced services. Within hours, we opened a 24/7 customer service center operating with an 800-number that was advertised across the country. The new call center provided referrals for food stamps, missing persons, Social Security benefits, Medicaid and other assistance. Within the first three days, the center received 45,000 telephone calls, most of which were handled by our dedicated customer service staff – without the help of an automated voice response system.

The Results

Working together, we delivered badly needed child support to Katrina evacuees in Louisiana and beyond. In the days following the hurricane, we partnered with the DSS to:

- Re-establish phone lines and extend hours to meet demand
- Establish a new call center, handling 45,000 calls in three days
- Locate enough families to deliver 100,000 child support checks.

Through our customer service center, we re-established communications with evacuees and maintained child support payment processing. The massive effort earned ACS and our client the "Best BPO – Outsourcing Excellence Award" by the *Outsourcing Journal*, the Everest Group and *Forbes* magazine.



Sector: State and Local Government

Solution: Child support payment collection, processing and distribution

Client: Louisiana Department of Social Services

Challenge: The devastation of Hurricane Katrina displaced 1.2 million Louisianans

Results: Child support questions answered, and checks delivered to evacuees

"In those first very confusing days, we received one of our first offers of help from ACS. There is no way that we could have taken those thousands of address changes, answered those thousands of questions, and delivered those thousands of payments without their tremendous support."

Robbie Endris,
Executive Director,
Support Enforcement Services,
Louisiana Department of Social Services

You can learn more about us at www.acs-inc.com.

The Bottom Line

Following Hurricane Katrina in 2005, phone lines were down and Louisiana citizens were scattered across the country. Managing more than \$300 million annually in child support payments, we helped the State's Department of Social Services ensure that parents continued to receive their payments.