

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

March 8, 2004

MEMORANDUM

TO: AREA EXECUTIVE STAFF, CIRCUIT MANAGERS AND
CHILDREN'S DIVISION STAFF

FROM: FREDERIC M. SIMMENS, DIRECTOR

SUBJECT: IMPLEMENTATION OF CALL MANAGEMENT TECHNOLOGY AT
CANHU

REFERENCE: CHILDREN'S DIVISION

DISCUSSION:

The purpose of this Memorandum is to inform you that the first phase of the Call Management Technology at CANHU, previously referred to in CS03-51, will be implemented on March 10, 2004. The new telephone technology has been developed to improve responsiveness at CANHU, allow emergency calls to be queued ahead of non-urgent calls, and reduce busy signals for reporters. During the first phase, all callers to CANHU will receive a greeting, followed by instructions to select an option based on the urgency of their call. Callers may be placed on hold for a brief time until a worker is available to take their call.

Other enhancements at CANHU introduced in CS03-51 are still underway. You will receive notification at a later date when they are ready for final implementation.

NECESSARY ACTION:

1. Review this memorandum with all Children's Division Staff.
2. All questions should be cleared through normal supervisory channels

FMS/CG