



ERICSA

1963 - 2023

A GEM 60 YEARS
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SAVANNAH

60TH ANNUAL TRAINING CONFERENCE & EXPOSITION

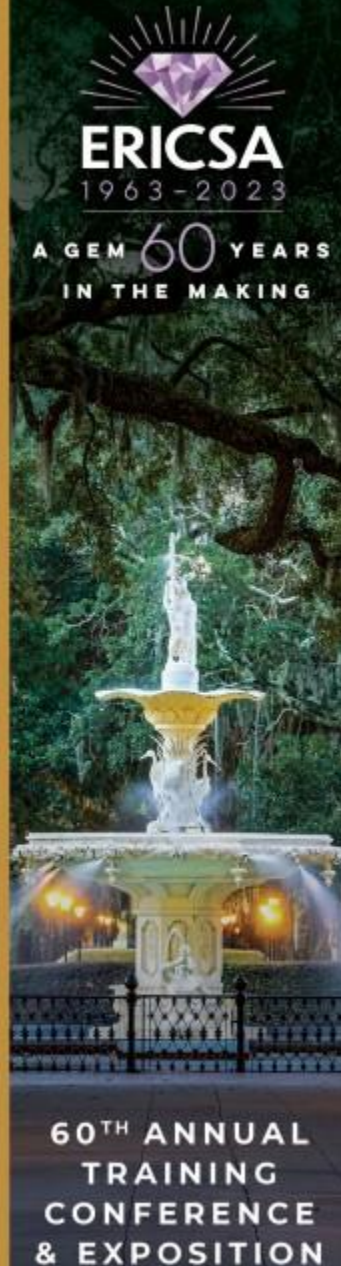
MONDAY, MAY 22 - FRIDAY, MAY 26, 2023

How to Handle Disgruntled Clients

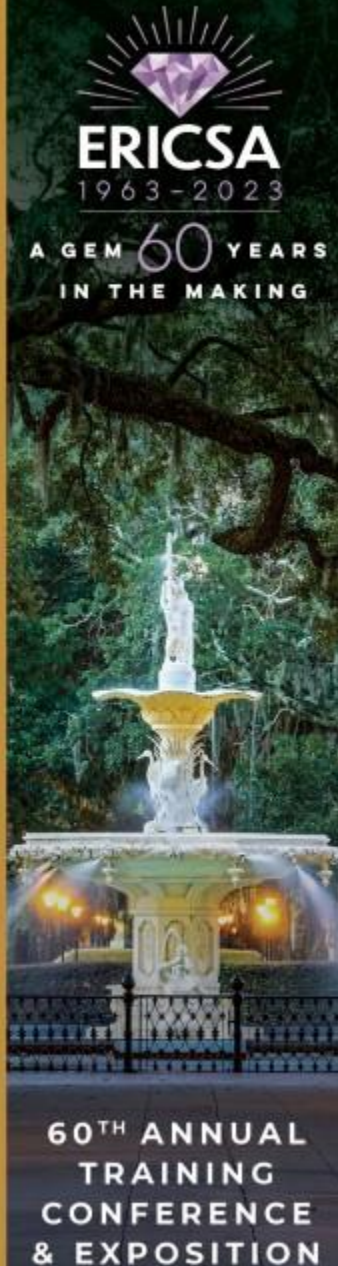
Moderator: Scott Lekan



Listening to a clients questions and concerns and evaluating how you can help them. Most times they don't understand the process and are speaking out of frustration. Understanding the hardships the parties are dealing with and being a good listener let them know you care. Seek a resolution based on what can be done and being able to provide information as to how a problem can be resolved. Being able to explain the differences between how different states operate, laws and procedures.



Making matters worse would be making a client feel they are not being helped if you are short with them or talk over them and handling their concerns without resolving the situation. Do not give out false information and if unsure, ask someone who knows and get back to them. Uncertainty will only make them more irate!!!



Liesa Stockdale



- Liesa Stockdale is Utah-born and raised, graduating from Weber State University with a Bachelor of Arts in English. She began her career in child support enforcement with Utah's Office of Recovery Services (ORS) in 1994 as a caseworker. She joined the ORS administrative group as a Policy Analyst in 2003, eventually supervising both the policy and training units. In October, 2012, Liesa was appointed as Utah's IV-D Director. In January 2013, she was appointed as the Director of Utah's Office of Recovery Services, which, in addition to Utah's IV-D program, houses Utah's Third-Party Liability Recovery program on behalf of Medicaid. She served on the NCCSD Executive Board as the Region VIII Representative and Treasurer. She joined the WICSEC Board in 2018 and is serving as WICSEC President for 2023. She retired from ORS in 2023 and has joined CSG Government Solutions as a Senior Consultant.





Jen McFaggan

- Jen McFaggan is a Child Support Specialist for Lac Courte Oreilles (LCO) Band of Lake Superior Chippewa Indians Child Support Services in northern Wisconsin and is currently serving on the Board of Directors for the NTCSA. She serves on committees for ERICSA, WICSEC, and NCSEA. She is the backup for the financial specialist, assists with training of new staff and with questions and concerns for current staff, and any other areas that are in need of service. She has an Associate's Degree in Business Management.
- jennifer.mcfaggan@lco-nsn.gov
- 715-318-5916 ext. 206



Naomi Rich



- **BS in Sociology from University of Wisconsin La Crosse. 6 years as Child Support Specialist for Ho-Chunk Nation Child Support Agency, promoted to Lead Specialist in December 2021. NTCSA member since 2017.**
- **When not involved in Child support I enjoy golfing, fly fishing and travel.**





Cindy York

- Cindy York is a Georgia Division of Child Support Services, Manager for the South Georgia Judicial Circuit in Camilla, Georgia. She began her career with the Tifton Judicial Circuit, District Attorney's Child Support Recovery Unit in April 1988 before moving on to the Department of Human Services (DHS), Division of Child Support Services (DCSS) in April 2006 as the Enforcement Supervisor for the newly formed Albany Operations Hub. Throughout her career she has held the positions of Program Assistant, Data Entry Specialist, Establishment Agent, Enforcement Agent, Financial Agent, Review and Modification Agent, Supervisor and Region Policy Specialist in addition to the current position as Manager 1.
- Cindy has been the recipient of the following awards: The 2019 Outstanding Leader Award from the National Child Support Enforcement Association (NCSEA). In January 2019, she and her team won the Division of Human Services Commissioner's Outstanding Team Award for exceptional, results-driven collaboration. She was awarded the DCSS Hero of the month in 2007 and won the overall Statewide Hero award in 2016. Cindy has served as a peer-to-peer mentor for other Supervisors and Managers. She has served on various statewide DCSS workgroups throughout her tenure and has completed numerous leadership classes.
- Cindy has completed the DCSS Supervisor Lead Academy and the DHS Leadership Academy hosted by the Carl Vinson Institute of Government, University of Georgia in June 2016. She has also completed several other leadership trainings and continues to avail herself of any trainings offered through DHS/DCSS.
- Cindy is married and has two children and three grandsons. She enjoys going to cheer on her grandsons during their baseball games and spending time with her family.



Ronnie Millen



Ronnie L. Millen began working for DCSS in August of 2019. During his time at the GE Hub, he has implemented processes and policies that made the hub more efficient. Under his leadership, the GE Hub won Specialty Office of the Year for the last three years at the DCSS annual conference. Furthermore, the GE Hub reviews over 200,000 FIWs annually. Prior to coming to DCSS Ronnie worked in Human Services for over 15 years with over 10 years in leadership and strategic planning. He has partnered with DFCS and DJJ on pilot programs serving youth in Foster Care and the Juvenile Justice System. He has a passion for assisting others in their journey towards self-sufficiency. He strives to be an asset to others. Ronnie obtained a Bachelor of Arts degree from Colgate University in Sociology and Anthropology.

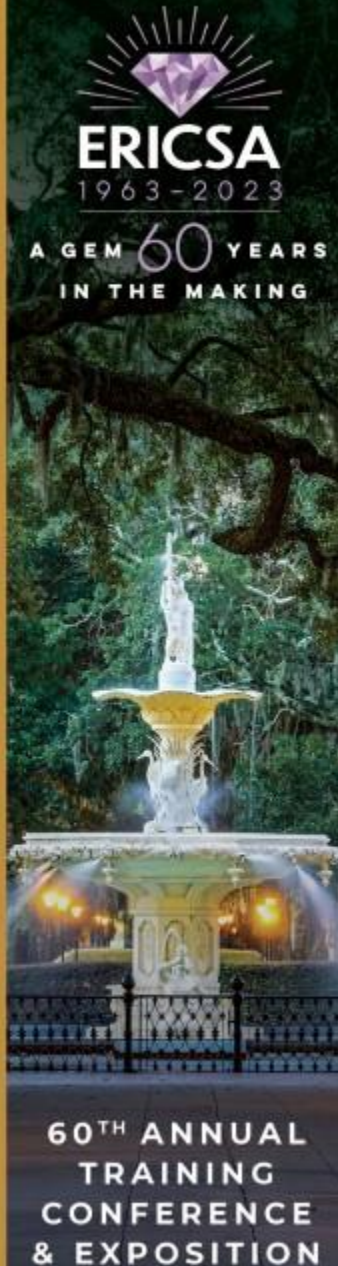


Difficult Clients

Cindy York, GA DCSS



Being a public servant comes with a true sense of purpose and reward, but there are moments you may encounter difficult clients.



Serving Difficult Client's

- Identify the different types of difficult client behaviors you may experience.
- Distinguish responding vs reacting.
- Navigate difficult situations with poise and confidence.



Reacting vs Responding

- The Demanding and Aggressive client's
- Confused and Misinformed client's
- Know it all client's
- The Frustrated caller



Having the skills to respond effectively to a difficult client is critical to maintaining your professionalism and providing the highest level of customer service.



How to Handle Disgruntled Participants

Jen McFaggan



Lac Courte Oreilles Child Support Services

- Located on the Lac Courte Oreilles Reservation in Hayward, WI
- 7,000+ enrolled members, all over the country
- Staff of 10 – Director, Assistant Director, Attorney, Grant Specialist, Financial Specialist, and 4 case specialists



How to Handle Disgruntled Participants

- Confidence in yourself – Know what you can handle
- Policy and Program knowledge
- Empathy
- Rapport with participants – We are a small community, most of our staff know our participant



Lac Courte Oreilles Child Support Services

- Written only communication
- Formal complaint process



Have you ever?



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How to Handle Disgruntled Clients?

Naomi Rich



Ho-Chunk Nation Child Support Agency

- We have been comprehensive since May 19, 2014.
- 8 team members: Director, Attorney, Lead Specialist, 3 Child Support Specialists, a financial specialist/clerk and a tribal elder.
- Housed with law enforcement and the Judiciary in one building.
- Security-Alice Training
- <https://alicetraining.com>



Do's and Don't's

- **Top Four**

- 1. Remain Calm, Yet Engaged
- 2. Listen and Offer Help
- 3. Avoid Spreading Blame
- 4. Stay Safe

- **Top Five No Nos**

- 1. It's not my fault...
- 2. For your information...
- 3. It's not my department...
- 4. I can't...
- 5. Actually...



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Escalated Complaints-Utah



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Escalated Complaints-Utah

What was considered an “escalated complaint?”

- Any complaint that was sent to the Agency Director
- Any complaint that was sent to entities outside of the agency
- .



Three C's

- Containment
- Correctness
- Consistency



Personnel and Tools

- Shared internal proxy e-mail
- Shared external proxy e-mail
- Centralized complaint coordinators



Process-Launch

- Escalated complaints sent to internal proxy e-mail
- Complaint process e-mail sent:
 - Copy of current complaint
 - Any historical complaints
 - Plan for research/response
 - Plan for confirming complaint receipt for client
 - Timeline
- Email recipients: regional and team management, agency director and deputy director
- All communication added to this e-mail chain



Process-Research

Local team and regional management

- Review complaint
- Brief case history (key events with emphasis on current issue)
- Review with attorney, if needed
- Draft a response



Process-Response

Centralized complaint coordinators

- Refine response



Process-Repeat

- Full process with minor revisions
- Review for any new details
- Update response
 - Acknowledge new complaint
 - Address new issues
 - Echo previous response
- Broken record



Benefits

- Consistent response
- Client not rewarded by feedback from multiple complaint points
- Director involved and informed by minimal time impact
- Trust of external agencies such as Governor, Legislature, Congressional, and other agencies. (Parent agency experience.)
- Central records of complaints
- Documents abusive clients
- Escalated complaint numbers slowly decreasing



Questions or Comments?

