

Project MACH

Making Appropriate & Timely Connections for CHildren



Strategies for Improving Customer Service



“Great opportunities to help others seldom come, but small ones surround us everyday.” — Sally Koch

Providing outstanding customer service to birth parents, resource parents and community partners is a small way you can make a difference every day.

- Customer Service is based on two key principles: Communication and Respect
- Our core values (service, social justice, dignity and worth of the person, the importance of human relationships, integrity and competence) should influence the way we interact with our clients and community partners
- Customer service begins at the first point of contact with the agency and continues indefinitely
- A perceived lack of communication and respect is the leading cause of dissatisfaction with the agency

Q. What if my position does not involve a caseload?

A. At some point or another you will come in contact with birth parents, resource parents or community partners. How you respond to them makes a difference! Here are some things you can do to make a good impression even if you don't carry a caseload:

- Smile
- Speak in a warm and welcoming tone
- Minimize transfers or passing the person off
- Try to locate the person or information yourself, if at all possible
- Follow through if you offer to help someone
- Express your gratitude

Support + Engagement = More Families

The process of becoming a resource parent can take up to several months and families may become frustrated and drop out along the way. It is important to keep as many resource parents engaged during the certification process as possible so that they can go on to provide quality care for children. Here are some key times in the process where families need extra support and engagement.

Gaps Often Occur:	
Between	And
The first call	Orientation
Orientation	Pre-service Training
Application/ Pre-service Training	Assessment
Assessment	Approval
Approval	Placement

Eleven Ways to Provide Customer Service to Resource Parents

1. Be responsive
2. Return phone calls and emails promptly
3. Provide information
4. Be flexible when scheduling appointments
5. Include resource parents in permanency planning
6. Provide support and communication during CPS investigations
7. Be sensitive when a child is leaving
8. Gather information about the child from the resource parents
9. Help resource parents adopt if that is their goal
10. Promote stable placements
11. Follow up with interested families