

spring 2013

In this issue:

- What's New
- Did You Know?
- Quick Facts
- FRO Client Tip

WHAT'S NEW

Over the last year, FRO has made a number of changes to improve service delivery to our clients and stakeholders.

FRO has:

- provided clients with direct access to a dedicated case contact;
- enhanced access via voicemail 24 hours a day, 7 days a week;
- streamlined registration of court orders to reduce delays; and
- started reaching out to new clients by phone as part of the pre-registration process.

During the first week of April, FRO will be upgrading its computer system to support these changes.

Some benefits of the new system:

- Improved timeliness, quality and consistency of client service overall.
- Improved financial accounting and control.
- Proactive case monitoring through automatic system alerts.
- Elimination of many manual processes.

Reduced Service Period Information

The implementation of the new computer system may require FRO to operate at a reduced service level during the first week of April. The following section provides information regarding the potential service reductions:

Case Contacts

During the period of partially reduced service, case contacts will continue to be available to clients via telephone during business hours and will make every effort to respond to client requests; however case contact voice mail will not be available on April 2 from 6 p.m. to 11 p.m.

Automated Information Line (IVR)

FRO's automated information line will be available for clients during the reduced service period, with the exception of April 2 from 6 p.m. to 11 p.m. and April 3 from 6 a.m. to 7 p.m. Case information will be accurate as of end of day, March 28. Information on the automated information line will be updated once the upgrade is complete and services are restored.

Payments

Payments usually processed during this time may experience a short delay (two to three days) as we make these important service improvements. Any payments delayed as a result of the reduced service period will be given priority attention once the upgrade is complete and services are restored.

FRO expects the new system to be implemented and services to be fully restored by **Thursday April 4, 2013**.

We appreciate your patience as we make this important service improvement.

DID YOU KNOW? – Service improves with case management

Over the next year, FRO will be offering a self-service secure web tool option for FRO clients and service partners to access case information 24 hours a day, 7 days a week.

The web tool will offer our clients and service partners an alternate method for accessing case-specific information.

Web tool users will be able to:

- view court order information
- view active enforcement information
- view financial information, including a statement of account which can also be printed
- send their FRO case contact information updates (including attachments)
- request a call back from their case contact

Quick Facts

- FRO's current computer system is over 25 years old and has over 1,000 users across the Ontario government and other partners.
- The implementation of the new computer system will allow FRO to streamline program delivery and allow for more efficient management of FRO's caseload of approximately 180,000 active cases.

FRO Client Tip

FRO has invested a significant amount of time and energy in preparing staff for this transition. However, there will inevitably be an adjustment period that may result in slower service during the month of April. Keep in mind that call wait times may be longer during this time. Thank you for your patience.

Visit the [FRO web site](#) for additional information.

The Family Responsibility Office (FRO) helps people meet their child and spousal support responsibilities. Every year, FRO handles approximately 180,000 cases, representing over 400,000 people, and collects approximately \$695 million in support payments. This bulletin is published quarterly and is available online at www.ontario.ca/FRO.

How to Contact Us

24-Hour Automated Information Line

Tel: 416-326-1818

Toll-free: 1-800-267-7263

Call your case contact:

Tel: 416-326-1817

Toll-free: 1-800-267-4330

TTY: 1-866-545-0083

www.ontario.ca/fro