



Memorandum

#15-059

TO: WIC Regional Directors
WIC Local Agency Directors

FROM: Amanda Hovis, Director
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: May 6, 2015

SUBJECT: IRM Queue

Starting May 8, 2015, we will implement a queue that will route calls evenly among the IRM liaisons to ensure calls are responded and completed in a timely manner. This is the same call system used by the IT helpdesk. We will also have an e-mail inbox that will be monitored on a daily basis for questions that do not need an immediate response IRM-Policy@dshs.state.tx.us or call 1-877-341-4491.

Background

Currently, four policy IRM liaisons are each responsible for responding to questions from 18-20 Local Agencies and all the staff from each clinic. The liaisons respond to a total of 3,000 calls per month and calls are routed from the IRM mainline to their assigned liaison or WIC staff leaves a voicemail message. Leaving a message when a liaison is out of the office can lead to unanswered or delayed responses to questions from WIC staff. In addition, if there is a complaint or question about a call we are unable to review the call as the call is not currently recorded.

Having a call queue will improve the local agency customer experience by allowing us to answer all calls in timely manner, record calls for quality assurance and ensure local agencies will be able to reach a liaison between 8 a.m. – 6 p.m. hours. **Please share this information with clinic staff.**

If you have any questions or concerns please call Marissa Acosta at 512-341-4649 or marissa.acosta@dshs.state.tx.us