

# ELIGIBILITY OPERATIONS REVIEW TIGER TEAM OVERVIEW



## SERVICE DELIVERY

**TEAMS:**

- ACCESS
- FRC Operations

**PURPOSE:** Identify solutions to challenges at the point of service at the ACCESS Customer Service Center and Family Resource Centers.



## INFRASTRUCTURE

**TEAMS:**

- Information Technology
- Facilities

**PURPOSE:** Ensure Eligibility staff members have the tools they need and work in environments that promote pride in service.



## OVERSIGHT

**TEAMS:**

- Policy Development
- Data/Metrics/Evaluation
- Communication

**PURPOSE:** Develop policies, monitor performance and communicate effectively to drive service delivery.



## RESOURCES

**TEAMS:**

- Hiring and Training
- Grants
- Finance

**PURPOSE:** Set the foundation for success through staff recruitment and development, and maximizing revenues for HHS and its partners.



# Progress Update #9

October 11, 2012

## Service Delivery:

- ***ACCESS Performance Improvement Continues***

- Congratulations to the ACCESS Customer Service Center Team on its continued trend of serving more callers while reducing wait times. In September 2012, the Average Wait Time for callers was 18:44, compared to 39 minutes in September 2011. Last month ACCESS served 45,738 calls, compared to 32,717 in September 2011. Among the factors contributing to the improved service levels are additional staff, enhanced training, and improved methods of daily operational oversight.

- ***ACCESS Team Presents Recommendations***

- The ACCESS Tiger Team recently presented its recommendations and findings to the Agency Executive Team, and the Social Services Advisory Board. The presentation documents what changes have already been implemented and recommended next steps on several key areas, including staffing, training, tactical management and improvements to the Interactive Voice Response (IVR) system.
- The ACCESS Team presentation will be posted on the Social Services Advisory Board web page following its meeting on October 11. The link is:  
[http://www.sdcounty.ca.gov/hhsa/programs/ssp/social\\_services\\_advisory\\_board/index.html](http://www.sdcounty.ca.gov/hhsa/programs/ssp/social_services_advisory_board/index.html)

## Oversight:

- ***New Deputy Director for Self-Sufficiency Operations Announced***

- It was recently announced that Rick Wanne has been appointed the new Deputy Director for Self Sufficiency Operations. He will report to Chief Operations Officer Dean Arabatzis. Rick has been with the Agency almost 17 years. Most recently, he served as the Public Health Administrator for Public Health Services, responsible for the administrative operations and the oversight of over 500 staff and an annual budget of \$100M. Prior to that, Rick spent almost five years as the Deputy Director for HHSA's Agency Contract Support where he managed the procurement and administration of over 950 contracts totaling over \$500 million. Rick's County career began at HHSA's Aging and Independence Services, where he successfully rose through the ranks to become Assistant Deputy Director. Rick's experience and expertise will be great asset in his new position as the Deputy Director for Self Sufficiency Operations. Congratulations, Rick!

## Infrastructure:

- ***IT Projects Update***

- Two IT projects previously reported on are currently in the testing phase. Teams are currently testing CalWIN web enablement, which will provide web-based functionality of CalWIN, and the Eligibility Task Management tool, which will assign tasks related to eligibility services.

## Resources:

- Below is the updated tentative schedule for hiring and report dates for new eligibility staff:

Hire Date	Report Date	*Staff and Location
Varies	Varies	20 clerical staff report to Document Processing Center
May 18 <sup>th</sup> and June 1 <sup>st</sup>	August 2012	18 Medi-Cal/CalFresh Human Services Specialists reported to ACCESS 34 Human Services Specialists reported to Family Resource Centers 3 Human Services Specialists reported to Fraud & Integrity
August 24 <sup>th</sup>	November 2012	20 Medi-Cal/CalFresh Human Services Specialists report to Family Resource Centers
September 21 <sup>st</sup>	December 2012	17 Medi-Cal/CalFresh Human Services Specialists report to Family Resource Centers
November 2 <sup>nd</sup>	Dec 2012	30 Medi-Cal Human Services Specialist report to Family Resource Centers
November 30 <sup>th</sup>	January 2013	30 Medi-Cal Human Services Specialist report to Family Resource Centers
December 14 <sup>th</sup>	February 2013	24 Medi-Cal Human Services Specialist report to Family Resource Centers (North County sites only)

\* Number of staff subject to change based on medical clearance and background check.

## Data Metrics

### Program Data: September 2012

Program	Caseload	Applications	Recipients	% Change in Recipients From September 2011	% Change in Caseload From September 2011
CalWORKs	30,064	3,600	76,701	-6.1%	-5.3%
CalFresh	114,325	11,410	255,901	7.1%	9.6%
General Relief	1,293	359	1,300	9.3%	9.1%
Medi-Cal	172,177	13,183	355,447	0.2%	0.4%
LIHP (Coverage Initiative)	29,287	2,085	29,287	89.6%	89.6%
CMS	1,939	2,949	1,939	-51.3%	-51.3%

### ACCESS: 2012

September	2011	2012	Change
Total Calls	59,969	72,190	+12,221
Answered	32,717	45,738	+13,021
Self-Service	10,612	11,968	+1,356
Transferred Out	2,662	2,911	+249
Abandoned	13,978	11,573	-2,405
Average Wait Time	39:02	18:44	-20:18