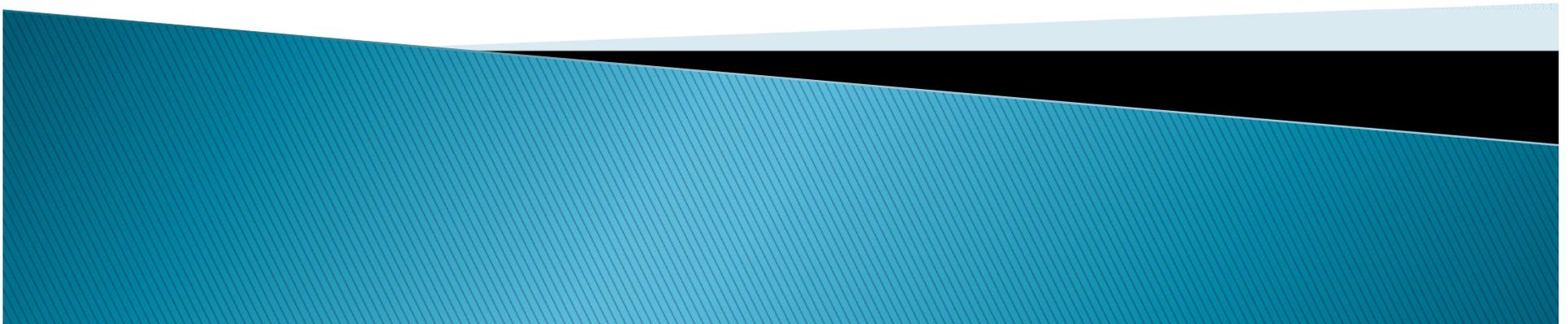


FRC Changes to Improve Client Service



Facility Improvements

North Inland FRC

- New floor for lobby
- New Ambassador area
- Lobby enhancement

El Cajon FRC

- Improved patio area
- New ambassador area

South Region FRC

- Improved patio area
- New ambassador area
- Additional seating in client lobby area

Southeast FRC

- Remodeled clerical area



Improving Service for Special Populations

- ▶ A new desk aid currently in the development stages designed to provide guidance on issues related to:
 - immigrant households; options for translation services; types of eligibility verifications required; alternatives for typical verifications; what eligibility workers are required to do to assist applicants in getting verifications, etc.



Video interviews



Utilize web cameras located at the FRCs and CBO's to reach customers unable to come into the FRC

Currently webcams are successfully utilized in:

North Coastal FRC

South Region FRC

North Inland FRC

- El Cajon and Northeast FRCs are pursuing webcam installation. El Cajon FRC anticipates having webcams in place by September 1st.



Implementation of a Customer Service Specialist (CSS)



- Every FRC has one designated person to track, monitor and resolve customer complaints/concerns
- Log is filled out by the CSS and reported out to the Assistant Deputy Director on a monthly basis
- Data is compiled to determine trends, training needs and performance expectations



FRC Pilot Project for New Applications

How the Pilot will be Structured

- Pre-appointment screening for quick assessment
- New applications will remain with the worker up through case granting
- FRC will schedule interview appointments from same day to five business days from application date
- Designated phone line to the FRC for new applicants while their application is pending approval



FRC Pilot Project for New Applications

Anticipated Improvements

- Stronger relationship between worker and customer
- Increase efficiency by reducing hand-offs
- Better management of application process
- Reduced wait times for customers to speak with workers
- Better prepared customers for appointments
- Reduction in SharePoints to FRCs from ACCESS
- Reduce impact on overflow intakes to other Task Groups
- Worker Satisfaction



FRC Pilot Project for New Applications

Timelines

- Planned for 90 days, at conclusion pilot evaluation and possible extension for additional 90 days

Evaluation

- Customer Satisfaction
- Number of applications received
- Timeliness in processing
- SharePoint data



Questions?

Thank you

