

FRC Operations Tiger Team Presentation

Facility Improvements

North Inland FRC

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

El Cajon FRC

- Improved patio area
- New ambassador area
- Remodeled clerical area

South Region FRC

- Improved patio area
- New ambassador area

Southeast FRC

- Remodeled clerical, worker and administration area

Video interviews



Utilize web cameras located at the FRCs and CBO's to reach customers that have difficulty coming into the FRC

Currently webcams are successfully utilized in:

North Coastal FRC
South Region FRC
North Inland FRC
El Cajon FRC

- Northeast FRC is utilizing webcams for the CMS program and is currently pursuing this feature for the Medi-Cal/CalFresh programs



Lobby Core Team

Designated staff support lobby flow by:

- Ability to direct customers appropriately
- Reduce wait time and duplicate visits
- Correct routing of customer's paperwork
- Processing tasks at the counter to reduce work sent to continuing task groups



Recommendations

- Hire additional staff to address Healthy Families and potential Benefits Exchange concerns
- Move the Integrated Fraud Deterrent (IFD) reviews process from the FRCs to Program Integrity to improve accuracy and timely processing
- Set guidelines to determine productivity levels
- Increase Transaction sampling

FRC Pilot Project for New Applications

Participants:

Centre City FRC

Start date September 1, 2012

El Cajon FRC

Start date September 1, 2012

North Inland FRC

Start date October 22, 2012



FRC Pilot Project for New Applications

How the Pilot is Structured

- New applications will remain with worker until the case granted
- FRC will schedule interviews by an appointment based system
- Worker will provide customer with their phone number and be the point of contact while the case is pending

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 real wait time by eliminating unnecessary steps
- Better prepared customers for appointments
- Eliminate overflow and strengthened Continuing
- Increased accuracy and responsibility
- Worker/Customer Satisfaction



FRC Pilot Project for New Applications

Timelines

- Planned for 90 days, at conclusion pilot evaluation and phased rollout in 2013

Evaluation

- Customer Satisfaction
- Timely disposition of applications
- Reduction in referrals from ACCESS

FRC Pilot Project for Continuing Eligibility

Participants:

Centre City FRC

El Cajon FRC

North Inland FRC

Start date for all FRCs, November 1, 2012



FRC Pilot Project for Continuing Eligibility

How the Pilot is Structured

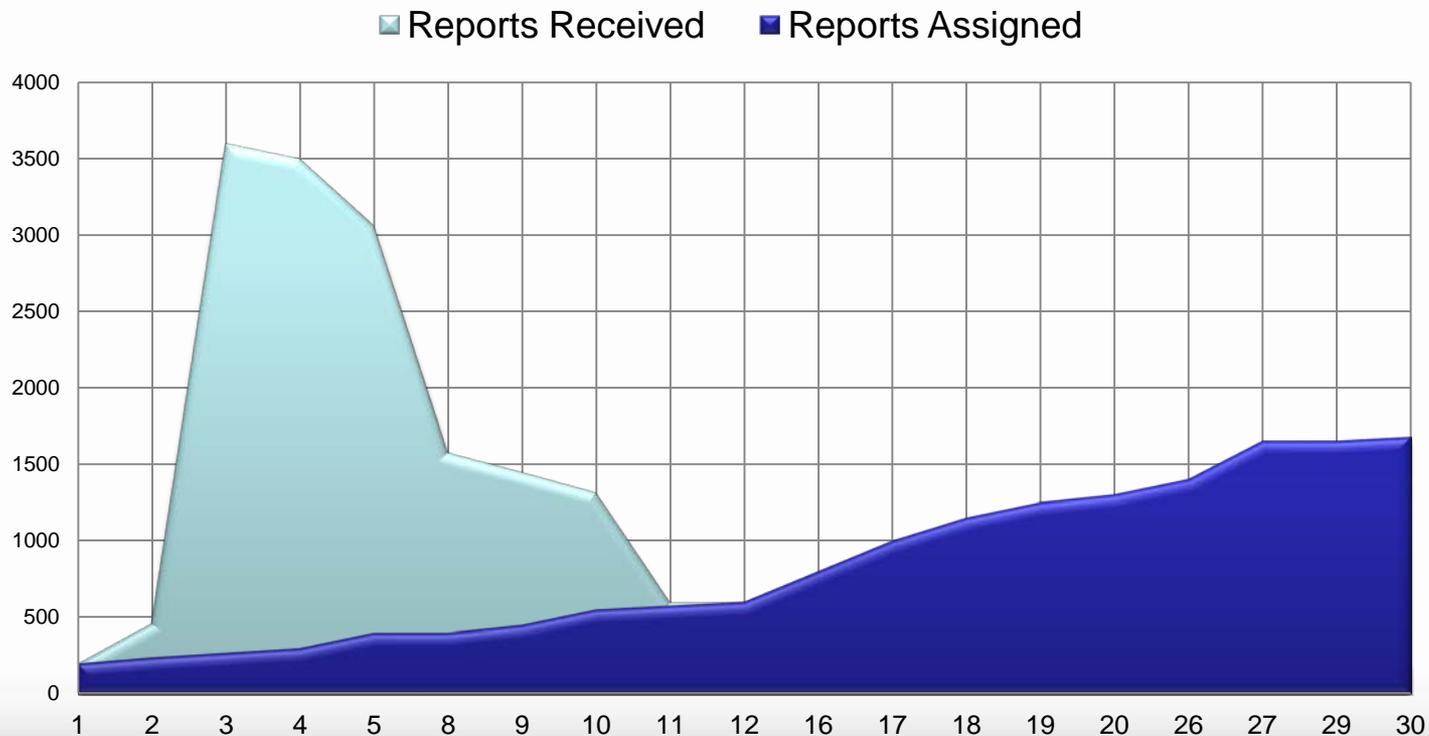
- Merge the Renewal/Redetermination/Recertification (RRR), Status Report and Change task groups
- Goal: Reduce Overpayments/Overissuances by processing all received CalWORKs and CalFresh Status Reports and RRRs by the Notice of Action (NOA) deadline

FRC Pilot Project for Continuing Eligibility

Anticipated Improvements

- More flexibility to assign staff to respond to workload needs

Periodic Reports Current Assignment Model



FRC Pilot Project for Continuing Eligibility

Periodic Reports Pilot Assignment Model

■ Reports Assigned ■ Reports Received





FRC Pilot Project for Continuing Eligibility

Anticipated Improvements

- Improved worker/customer satisfaction
- Reduction in
 - Overpayments/Overissuances
 - Discontinued cases
 - Appeals and OHRs
 - Calls to ACCESS and referrals to FRC
 - Customers in lobby
 - Reapplications
 - Number of duplicate Status Reports and Renewals submitted



FRC Pilot Project for Continuing Eligibility

Timelines

- Planned for 90 days, at conclusion pilot evaluation planned rollout in 2013

Evaluation

- Customer Satisfaction
- Number of O/P, O/I, OHRs and Appeals
- Renewals, Status Reports completed timely
- ACCESS referral data
- Balderas (call and notice)

Questions?

Thank you