

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 #8

September 13, 2012

Oversight:

- **Family Resource Center Customer Service Survey Results Are In**
 - Survey teams collected a total of 381 customer service surveys at all 10 Family Resource Centers (FRCs) during the end of July and beginning of August. Customers were asked to complete the surveys at the conclusion of their visit. The complete roll-up of the survey responses was sent with this update to the office Communication Champions.
 - Customer responses included:
 - 60% reported their visit was 1 hour or less.
 - 91% agreed that the staff who assisted them was courteous.
 - 89% agreed that the staff who assisted them were knowledgeable and easy to understand.
 - 79% agreed the office was professional and welcoming.
 - 83% agreed they were satisfied with their experience that day.

Service Delivery:

Family Resource Center Pilots Underway

- El Cajon and Centre City Family Resource Centers launched pilot projects on September 1 to test new procedures during the initial application process. As reported last month, the goals of the 90-day pilot projects are to improve customer service during the initial application process by assigning new applications to a single worker, and assigning the phone calls associated with those cases to the specific offices.
- Key features of the pilot projects include:
 - Each participating FRC has a designated phone line for new applicants to use as needed while their application is pending approval.
 - The eligibility worker who conducts the initial application interview maintains the case until eligibility has been determined, reducing the number of staff working on the case.
 - Pilot FRCs schedule intake appointments from same-day to five business days from the application date. Applications determined eligible to receive CalFresh expedited services scheduled within two days of the application date.
- The FRC Operations Team is currently developing plans for pilot projects aimed at improving efficiency and service related to continuing eligibility processes.

Scanning Center Now Document Processing Center

- The Mail Scanning Center (MSC), formally known as the Mail Imaging Center (MIC), is changing its name to the **Document Processing Center (DPC)** to better reflect its role in supporting eligibility. DPC is adding clerical staff from ACCESS's External Referral Application (ERA) unit and will incorporate some initial processing duties of electronic applications. The DPC will continue to image US mail for all of the FRC's and explore ways to further support the FRC's with processing documents.

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 th and June 1st	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 th	November 2012	20 Medi-Cal/CalFresh Human Services Specialists report to Family Resource Centers
September 21 st	December 2012	19 Medi-Cal/CalFresh Human Services Specialists report to Family Resource Centers

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

Data Metrics

Program Data: August 2012

Program	Caseload	Applications	Recipients	% Change in Recipients From August 2011	% Change in Caseload From August 2011
CalWORKs	30,272	4,258	77,349	-5.7%	-5.0%
CalFresh	114,033	13,367	255,590	10.4%	8.0%
General Relief	1,320	408	1,327	20.4%	20.2%
Medi-Cal	172,378	15,115	355,503	-0.1	-0.3%
LIHP (Coverage Initiative)	28,933	3,256	28,933	103.3%	103.3%
CMS	2,024	3,482	2,024	-55.5%	-55.5%

ACCESS: August 2012

Total Calls	83,377	
Answered	52,265	
Self-Service	12,011	
Transferred Out	3,489	
Abandoned	15,612	
Average Wait Time	22:21	

ACCESS: August 2011

Total Calls	70,774	
Answered	39,595	
Self-Service	10,617	
Transferred Out	3,177	
Abandoned	17,385	
Average Wait Time	37:03	