

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 HHSA and its partners.



News and Updates

4/12/12

Service Delivery:

- Added an additional service window at Lemon Grove Family Resource Center that supports document scanning at point of entry.
- Updated self-service option at ACCESS to allow clients to update personal information and check on status reports, as well as allow social service providers to check case status of more than one client during the same call.

Infrastructure:

- Testing of the Client Relationship Management (CRM) tool will begin May 2012. This tool will be used to assign, track, and monitor case tasks. Once testing is completed, the tool will be piloted at the Lemon Grove Family Resource Center.
- Construction and remodeling of lobby areas at El Cajon and Escondido Family Resource Centers has begun.

Oversight:

- A communications team was established to focus on customer feedback trends and improving information exchange internally between support programs and operations, and externally between HHS eligibility programs and the community.
- The Management Operations Reporting Unit is now a stand-alone unit focusing on data analysis and reporting in support of eligibility services.

Resources:

- Recruitment and hiring of staff to support public assistance functions has begun. Support staff such as clerical and supervisors are also being hired as needed.

Date	Staff and Location
Varies	20 clerical staff report to Mail Imaging Center
May 4, 2012	16 Human Services Specialists report to Family Resource Centers
June 1, 2012	24 Human Services Specialists report to ACCESS
August 10, 2012	20 Human Services Specialists report to ACCESS 20 Human Services Specialists report to Family Resource Centers
August 24, 2012	20 Human Services Specialists report to ACCESS 40 Human Services Specialists report to Family Resource Centers
September 2012	20 Human Services Specialists report to ACCESS

Next Steps:

- Add additional service windows at South Region Family Resource Center.
- Reconfigure space at the Lemon Grove Family Resource Center to accommodate additional staff at the Mail Imaging Center.
- To accommodate the addition of ACCESS Customer Service Call Agents, the Mission Valley building will be used as the call center. To support this goal, the following moves are planned and expected to be complete in summer:
 - Child Welfare Services staff at Mission Valley will move to the Viewridge Office.
 - Appeals, Quality Assurance and Quality Control staff will move to the Mills Building.

- Remodeling of the Mission Valley site will occur after the moves noted above are completed.