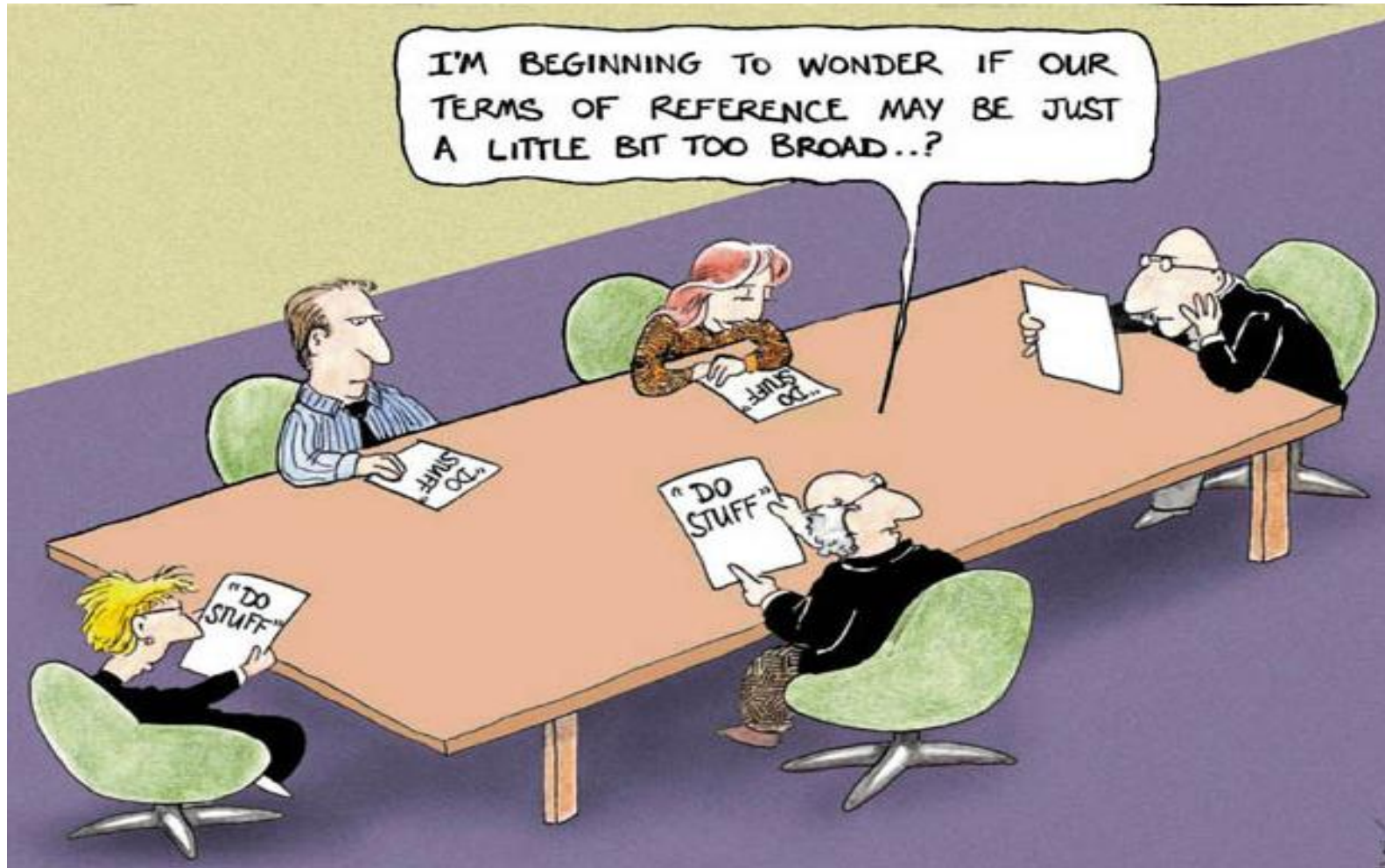




Video Interviewing Project

Collaborative effort between County of San Diego and Community Partners

North County Clinic/County Collaborative



Meeting Customer Needs

- Rural communities face transportation barriers to access services and benefits provided by HHSA
- Outstation services provide access to care to children and families

Strategic Planning

- Project Mgmt Team
- Process Mapping

Motivation, Rewards, & Recognition

- Organizational Culture Change
- Stakeholder Benefit

Functional Threading
County/Community
Partners

Operational Planning

- Process Redesign
- Financial Analysis

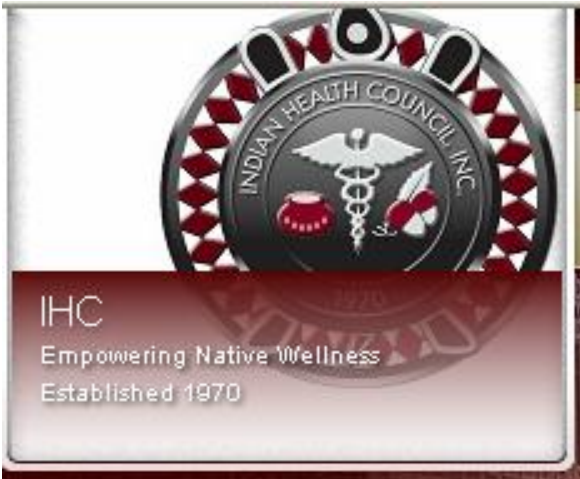
Monitoring & Control

- Pilot/Control Group
- Ongoing Evaluation

Agreement

COMMON GOAL: Increase access to care for pregnant women, children, and vulnerable adults

NORTH INLAND COMMUNITY PARTNERS



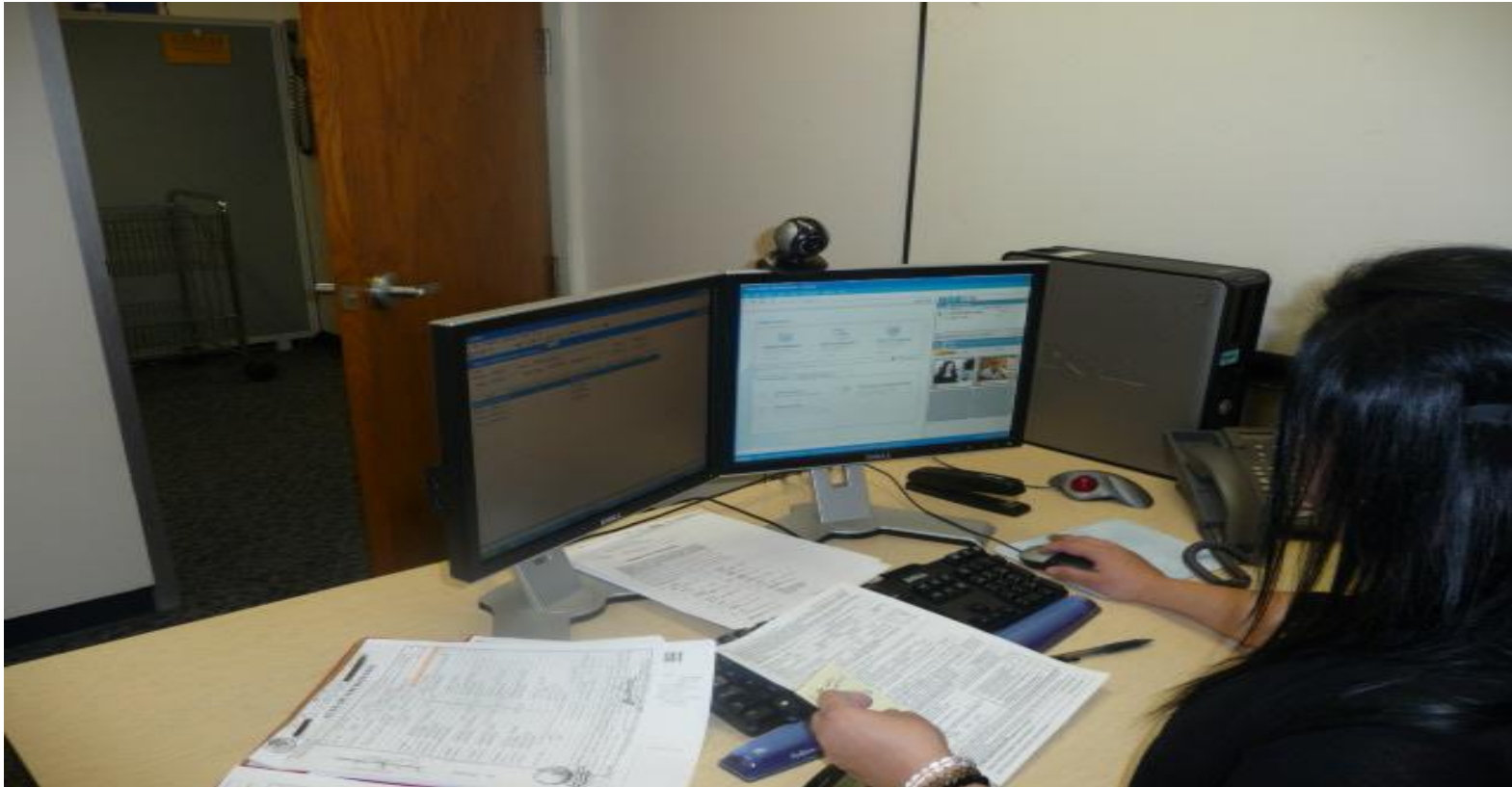
NORTH COASTAL COMMUNITY PARTNERS



Human Services Specialist at Video Conferencing Workstation



Dual Monitors



Client Service Time



Situation	Pre-Pilot	Post-Pilot
No Show Rate	33%	15.9%
Same Day Approvals	Unknown	84.4%*

Client Service Time



Situation	Pre-Pilot	Post-Pilot
Previous Miles Travelled Annually	9,000	0
Previous Travel Time	15,000 min	0

Outcome

- Eliminated barriers
- Increased access
 - Pregnant women and children
 - High risk clients
- Increased efficiency
- National Recognition
 - Digital Government Achievement Award



COMMUNITY COLLABORATION



Thank you