

- Today's Webinar Organizer: Carole Dotson
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 - Audio: If you see a message asking you to enter a pin, please do so now followed by #
 - The organizer can see any question typed into the question box and will respond accordingly
- Telephone
 - All participants will be on mute until the organizer allows speaking access
 - Do not use speaker phone when speaking
 - Organizer will allow questions from the group at different intervals in the meeting



InTelegy Basics: CSCG Educational Series Conference Calls

Service Center Innovations and Ideas
January 21, 2009

Presented By
inTelegy™

- Introductions - Vail Dutto
- San Mateo's Health Insurance TeleCenter success story- *Ed Kiryczun*
- San Francisco's Food Assistance Service Center "Task Calculator" demo- *Sylvia Segovia and Jonathan Mondares*
- Sharing Ideas in 2009- The CSCG Bulletin Board- *Vail Dutto & Carole Dotson*
- Conclusions

- San Mateo Health Insurance TeleCenter (HIT)
 - Service Center launch November 2003
 - 1st of its kind!
 - 23,000 Medi-Cal and Food Stamp Cases
 - 42 Eligibility Workers; 15 Clerical
- Solving their RV backlog issue-
Ed Kirczynun & Russ Gangloff

- Problem- Over 2000 Medi-Cal RV's backlogged due to understaffed situation; unprocessed RV's dated back over 2 years
- Goals:
 - No overdue Renewals beyond 90 days old
 - Decrease in the overall number of renewals
- Solution- Two-Pronged Approach
 - Temporarily move phone staff to RRR Processing
 - Develop overtime project with goals and measurements

- Solution- Two-Pronged Approach
 - Temporarily moved 30% of phone staff off of phones (2 weeks) to focus on overdue RRRs
 - Required decrease in phone service levels to 61%, average is 75% (% answered in 65 seconds)
 - Average speed of answer was 49 seconds

- Solution- Two-Pronged Approach
 - Overtime Blitz
 - Only overdue RRRs are worked during overtime
 - Workers are given specific goals for overtime used
 - Organized Saturday “Push” Dates
 - Breakfast and Lunch provided
 - Motivation contests and raffles to make it fun
 - Trained all Telephone staff on processing RV’s, allowing them to partake in OT

- **Results**

- August- 564 overdue RVs completed during two Saturday push dates
- Backlog reduced by over 50% overall
- 95% of remaining overdue RV's were no more than 90 days overdue
- Permanent changes in RV processes

- San Francisco Food Assistance Service Center (FASC)
 - Service Center launch October 2007
 - 16,000 Food Stamp Cases
 - 54 Eligibility Workers; 12 Clerical
- Task Calculator Demo-
Sylvia Segovia & Jonathan Mondares

Background

- Determining the right number of tasks to be assigned by 7 languages proved to be too complicated for manual process
- Task Calculator idea developed by FASC staff
- Built in MS Excel (vs. 2003)
- Designed and Programmed in-house by service center staff

Process

Prep

- Mail sorted by language and task type
- Worker attendance reported

Task Calculator

- Task counts by task type entered
- Staff attendance updated
- Calculator Process: # of tasks by type per worker

TMT

- Tasks assigned in TMT & distributed
- Remainder included in afternoon process

- Web Demo
 - *Jonathan Mondares- Senior Clerk FASC*

- **Results**

- Daily distribution of tasks is now equal throughout all EW groups
- Tasks quantities by language are more effectively managed, while ensuring maximized worker efficiency
- Workers are now happier with process and fair distribution of work

- CSCG Bulletin Board
 - www.intelegy.com/bb
 - Log in/Registration Process- Not Complicated
 - Post Questions/ Provide Answers

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General Forum

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| TOPICS | REPLIES | VIEWS | LAST POST |
|--|---------|-------|--|
| Problem, too many bilingual calls! by Leo OFarrell on Wed Jan 14, 2009 4:48 pm | 0 | 1 | by Leo OFarrell on Wed Jan 14, 2009 4:48 pm |
| Case or Person based indexing with document imaging by caroledotson on Fri Jan 09, 2009 12:32 pm | 1 | 21 | by caroledotson on Fri Jan 09, 2009 12:34 pm |
| Call spikes after holidays by caroledotson on Fri Jan 09, 2009 12:26 pm | 0 | 7 | by caroledotson on Fri Jan 09, 2009 12:26 pm |
| Outbound calling for MC/FS Servicing by DeniseRebar on Wed Jan 07, 2009 12:17 pm | 0 | 26 | by DeniseRebar on Wed Jan 07, 2009 12:17 pm |
| Case based vs Service Center by Vail Dutto on Wed Jan 07, 2009 12:08 pm | 1 | 20 | by Vail Dutto on Wed Jan 07, 2009 12:11 pm |

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Case or Person based indexing with document imaging

POSTREPLY ▾
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[Case or Person based indexing with document imaging](#) EDIT X ! ? QUOTE

By [caroledotson](#) on Fri Jan 09, 2009 12:32 pm

This question came to be earlier this year regarding setting up a new document imaging process. "We are having an internal discussion regarding the pros and cons to person based indexing vs. our current set up of case based by <case number>. I heard a comment last week that San Diego is going person based for imaging. CalWIN is person based so perhaps we need to reconsider. The little research I have done shows most counties have NOT chosen person based indexing. What experience/lessons learn can you share with us? What is your preference and why? What about future use of On Base-if we go to workflow package-would person based be better?"

Any ideas or comments?

[Re: Case or Person based indexing with document imaging](#) EDIT X ! ? QUOTE

By [caroledotson](#) on Fri Jan 09, 2009 12:34 pm

Regarding the idea of indexing by the individual there were several considerations recently brought up with an imaging committee that eventually led them down the path of disregarding this option. The key consideration was that to index by the individual, their unique identifier (presumably the SS# or CalWIN identifier) would have to be keyed, an added step since you would still want to link case number to any document imaged. This would also require a look up step as it is my understanding that this individual unique identifier is not typically on documents received.

To date, no county that we are aware of has gone this path. And knowing that others have considered this, and brought up too many complexities thus abandoning the idea, I'm siding with the norm of indexing by case number.

caroledotson
Posts: 4
Joined: Tue Aug 19, 2008 9:28 am
PM ✉

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- Conclusions
- Reminders
 - Need a back issue of a CSCG Newsletter?
 - Want to add someone else from your organization onto our email list?
- Thank you!