

# COUNTY SERVICE CENTER GROUP

## CSCG MISSION STATEMENT:

The County Service Center Group is committed to maintaining a membership organization which promotes continuous learning and the exchange of information and ideas between California County Medi-Cal/Food Stamp Service Centers. We partner in an ongoing effort to improve work processes and deliver quality service in a professional, timely and efficient manner.

## CSCG Member Counties:

- Contra Costa
- Sacramento
- San Francisco
- San Mateo
- Santa Barbara
- Santa Clara
- Santa Cruz
- Solano
- Sonoma
- Tulare
- Orange

Happy New Year! 2009 promises to be a challenging year and with the current economic climate I can think of no better theme than Joseph Kennedy's:

### **"When the going gets tough, the tough get going"**

What are some ways that great men and women have 'got going'?

Following 'Black Tuesday' in the 1930's, the newly elected president *Franklin Roosevelt* began building highways and bridges as well as reforming government practices. The New Deal was forward thinking and an attempt to deliver the infrastructure needed to operate in a new economy.

*Jim Abbot* had no right hand. He developed his left arm, overcoming his physical challenges, to be a major league starting pitcher in the 1990's.

*Warren Buffett* would tell you to analyze what can be done-versus what cannot be done. When everybody else is selling their stock, Buffett is buying. Buffet says, "in tough times, you have choices, even though they may be few. You can give up or think, 'outside the box.' Instead of seeing the glass as half empty you can see it as half full. Instead of thinking and focusing on doom and gloom you can develop creative strategies to stay ahead of the 'so-called' down turn"

So what can you do to get going?

#### Maximize your service center

- *Collaborate* - share best practices and innovative ideas with your peers, try new processes that help maximize your service center investment
- *Utilize existing assets and leverage previous investment* - identify ways that the service center infrastructure, process or people can benefit other programs

#### Don't have a Service Center yet?

- *Collaborate* - talk to your peers, listen to what other agencies are doing, use other good ideas and share your own ideas
- *Rethink business processes*- move from a case based to a task based service delivery model
- *Utilize existing assets and leverage previous investments* - if you have already invested in document imaging, reorganize to maximize this investment

2009 will be a year of collaboration for CSCG members. Ideas and innovations are the hot commodity in these times, and they are free! Join us, whether you have a service center or not. Listen in on the conference calls, read and contribute to the bulletin board, collaborate.

Vail Dutto  
InTe|e|gy CEO

**CSCG Conference Call: January 21st 11am**

**Topic: Collaboration-learn more about what other counties are doing**

Mark your calendars- for the next CSCG Conference Call. On January 21st at 11am, you are invited to join in on the CSCG Conference Call. We covered a lot of interesting topics in 2008; Service Center Technology, Quality Call Review, Disaster Recovery Planning and Real- Time Queue Management. In the spirit of collaboration and idea sharing, we've decided to start off 2009 with guest speakers from two of the county service centers. Join in on Wednesday the 21st and hear how San Mateo County used innovative ideas to tackle their RRR backlog and how San Francisco County mastered fair and equitable task distribution.

Invitations and conference call access information will be coming your way soon.

Have a question? Want to share a great idea? Join the CSCG Bulletin Board Community

### Conference Call Etiquette

In preparation for our January 2009 CSCG Conference call, we wanted to share some conference call etiquette to make sure that everyone has an opportunity to get the best experience out of these informative sessions. Things to remember:

- The CSCG conference calls are best experienced from your desk. Conference room phones are not the best ways to hear, or be heard, on a conference call
- Introduce yourself when making a comment or asking a question i.e. "this is Carole Dotson from InTelegy Corporation, I was wondering how you....."
- Stay on mute for the conference call, unless you are asking or responding to a question

### COUNTY SERVICE CENTER UPDATES

**Tulare County 's** Medi-Cal and Food Stamp Service Center celebrated their 1 year anniversary on December 12, 2008. In this first year 136,847 task assignments were completed; 161,729 phone calls answered; 35,602 unique case numbers imaged; and 410,590 documents imaged. In June, Tulare implemented the Task Management Tool, improving the mass importation of QR7s, MSR and TMC tasks. Phone Quality Assurance reviews began December 1. Effective January, a new model of task distribution, called "Push to Pull" will begin. "Push to Pull" will allow employees to pull tasks from the unit pool, instead of "pushing down" work to the employees. This new work distribution will allow multiple resources the opportunity to complete a single task. Tracking productivity will change to how much staff has completed, not what is still assigned to them and not completed. Productivity will be measured by completion of work by hours at work.

NEXT NEWSLETTER: April 2009

Along with a new look and feel at [www.inTelegy.com](http://www.inTelegy.com), we have initiated a new feature on InTelegy's website—a bulletin board where those of us involved in service center operations can pose questions seeking feedback from our peers, as well as share what we have learned in our day to day operations. The new bulletin board promotes the CSCG mission of continuous learning and the exchange of information and ideas between members.

Joining is easy!

- Go to [www.inTelegy.com](http://www.inTelegy.com)
- Navigate to the County Service Center tab , click on Bulletin Board
- On the blue bar, in the upper right hand corner, click on the **Register** link
- **Accept** the InTelegy.com terms
- Complete the registration form
  - The **user name** will be your full name ( e.g. Margaret Condie)
  - E-mail address required
  - Select a personal **password**
  - Verify the language is posted as **British-English**
  - Verify time zone as **Pacific Standard**
- **Submit** registration
- Click on the **General Forum** hot link. From there you will be able to see all topics and responses posted.
- To post a reply, hit the yellow "**Post a Reply**" button and you will be directed to a page where you can type in your reply.
- If you have a new topic to post, hit the yellow "**New Topic**" button, complete the form and post away!

It is our mission here at InTelegy to be pro-active in monitoring the bulletin board. Our consultants are available to help you register, navigate the forum, learn how to reply to and/or post a topic. We are confident that this bulletin board will soon become another useful InTelegy resource.

What kind of questions can I ask?

That is an easy one - anything. Do you have a question about staff scheduling, about reports from the ACD, about a challenge you have in distributing QR7s right before cut off- Ask your colleagues on the bulletin board. Anything related to the Service Center; process, program, employee relations, and more, is an acceptable question to post.

When should I share ideas?

Have you figured out an innovative way to fairly distribute case maintenance tasks? Have you tackled a challenging staff schedule puzzle with success? Share your ideas on the bulletin board. Your fellow service center managers are always interested in learning something new.

We look forward to "seeing" you soon on the CSCG Bulletin Board!

### Spotlight on Sacramento County: Document Imaging

On November 3, 2008, Sacramento County's Department of Human Assistance (DHA) began their document imaging project. DHA is looking to image continuing cases and incoming documents for all programs within the next 18 months. This will deliver significant benefits in customer service and efficiency.

The first phase of the project was to image continuing cases for the CAPI program. DHA chose to image those cases in the centralized County Scan Center, due to that unit's seven years of experience in scanning documents for more than 20 different Sacramento County departments. A team of temporary staff is being used to prepare existing cases to be scanned, using Subject Matter Experts from the relevant programs to provide training and Quality Assurance checks.

After one week of imaging existing cases, DHA then moved to image new CAPI Intake cases and incoming documents in relation to existing CAPI cases. The CAPI phase of the project was completed ahead of schedule with positive feedback received from case workers. After evaluating the success of the first phase, the project team has moved on to begin imaging Medi-Cal cases." *Ian Moustaka, InTelegy Senior Consultant*

We welcome member participation. Feel free to share your ideas, author a column, or refer a new member. Contact CSCG group administrator, Margaret Condie at: [margaretcondie@intelegy.com](mailto:margaretcondie@intelegy.com) or 925-786-7469.