

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 Cruz
- Solano
- Sonoma
- Tulare
- Orange

Great News in Customer Service

October 6 begins National Customer Service Week. When we think about customer service in a County Service Center, we have to consider our two most important customers - Medi-Cal and Food Stamp clients and employees.

All of the service center counties embarked on the development of a service center with the hopes of increasing satisfaction for both of these important "customers", while gaining efficiencies and effectiveness from their operations. The results are in - and this goal has been met! The following are some examples of improvements in satisfaction ratings for service center clients:

- One service center conducted a pre-launch client survey and reported that 90% of clients were satisfied with the service they received. The goal for the service center was to maintain this level of satisfaction. At the one-year anniversary of the service center the satisfaction rating was 100% - every client surveyed saying they were satisfied with the service they received!
- Another service center county did an agency wide client survey, the results of which prompted them to seek assistance in building a service center. One telling response to that survey was the fact that 53% of their clients said their calls were not answered and messages not returned. Now this same service center is reporting an average of 88% of all calls ANSWERED in 30 seconds or less and 99% are answered overall.

The results are similar for that other important "customer" of the service center, the employee:

- One county reported an increase in employee satisfaction of 43% in just 1 year ! Pre-launch of the service center employee satisfaction ratings were 60% average or above average. One year later this same survey resulted in a rating of 86% - a 43% increase in satisfied employees.
- Another county had an average score of 2.7 (scale of 1-4) on an overall employee satisfaction survey; 2 years after the launch of their service center the average score was up 15% to 3.1 and continuing to rise.

Although change is hard, in the end the service centers have accomplished two major goals- improving BOTH client and employee satisfaction.

UPCOMING CSCG NEWS:

—**January Conference Call**—Join InTelegy Wednesday January 14th 11:00–12:00 for the CSCG conference call. This will be a networking call. The format will be questions and answers. Also, an introduction to InTelegy's new Service Center Bulletin Board. Watch for your email invitation.

—**October 29-31**— CWDA Conference in Yosemite and CSCG reception. Mark your calendars for the 2nd annual CSCG social scheduled for Wednesday, October 29th at Tenaya Lodge. Invitations will be mailed.

NEXT NEWSLETTER: January 2009

SURVEY BEST PRACTICES:

There are a lot of “best practices” written about conducting client and employee satisfaction surveys. We’ve highlighted best practices for conducting surveys in a service center environment and with Medi-Cal and Food Stamp clients.

- Keep the questions simple, plan to use the same questions over again to watch for trends
- Survey on a regular basis: we suggest an ongoing survey process for clients and a bi-annual process for employees.
- Use survey methods that ensure the highest percentage return possible.

Employee Surveys: We suggest using an online survey that does automatic tabulation and analysis of the results. Try Survey Monkey (it’s free!) (www.surveymonkey.com)

Client Surveys: Many different processes and formats have been tried. We suggest using the model that San Francisco County deployed where client surveys are mailed with all RRR packets. Responses are sent back with the client’s paperwork and results are tabulated monthly. This ensures that all clients are offered the opportunity to respond and that trends in client service are available for immediate response by the service center management staff.

Go to: www.InTelegy.com

Have you noticed, InTelegy has a new look! If you haven’t visited InTelegy recently at www.intelegy.com, please take a moment to do so. We have recently updated our website and have included many features that are particularly relevant to CSCG members, Medi-Cal and Food Stamp Service Centers and all California Health and Human Service Agencies that are considering changing the way they think about providing the best possible service to their clients.

We are confident that you will find useful information and tools on our new website. On our updated home page you will notice that InTelegy has included the County Service Center on the new navigation bar. Under this subsection you will find links to InTelegy’s service center methodology, profiles on the 9 California county service centers designed by InTelegy, information on document imaging in a service center environment, a county service center case study, a section dedicated to the County Service Center Group, a link to the quarterly CSCG newsletters, a link to the CSCG continuous learning conference calls and a newly formed CSCG bulletin board. As you navigate the website, don’t forget to notice the scrolling quotes from our clients. We think you will recognize a few names there! A special “thank-you” to those of you who provided us with your heartfelt praise and recommendations.

We have initiated a new feature on the website—a bulletin board where those of us involved in call center operations can pose questions seeking feedback from our peers, as well as share what we have learned in our day to day operations. In order to promote the CSCG mission of continuous learning and the exchange of information and ideas between members, please check it out at www.intelegy.com/bb. In addition, plan on attending our CSCG conference call on Wednesday, January 14th. The new bulletin board will be on the agenda.

IN THE NEWS: COUNTY SERVICE CENTER UPDATES

Santa Barbara County: Congratulations are in order! On September 24th, 2008 Santa Barbara launched their service center, Benefit Service Center at 1-866-404-4007.

Santa Cruz will be migrating the Foster Care program into the BCC with a target launch date of October 22, 2008. Enhanced Task Tracker (T2) Reports have been developed and are in the review and implementation phase. An updated Call Forecasting Worksheet has enhanced the ability to update Phone EW schedules to meet peak call demand based on 30 days or more of recent call data.

Sonoma County completed the EASC Employee Satisfaction Survey in May 2008 and had great results. 94% of staff responded. Staff rated these categories as “strongly agree”:

- I have easy access to my supervisor
- I am able to produce accurate eligibility determinations
- We provide quality service to our clients

Areas of improvement include fair distribution of workload and putting a process in place to check quality of work

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 or 925-786-7469.