Los Angeles County
Department of Public Social Services
Customer Service Center

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Assistant Director
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dpss

Background

- The DPSS Customer Service Center (CSC) provides assistance through knowledgeable customer service representatives able to answer eligibility questions, provide case information, and update case records as appropriate.

- Customer service representatives are able to provide assistance for all programs (CalWORKs, Medi-Cal, CalFresh, and General Relief) and other services offered by our Department.

Improved Service Delivery

- 24-hour self-service access to case-specific information;
  - Benefit amount
  - Case status
  - Case worker information
  - QR7/QR3/Redetermination information

- Expanded access to a knowledgeable Eligibility Worker;

- Improved timeliness of case actions;

- Single point-of-contact for customers;

- 24-hour access to office hours, locations, and general program requirements.

Availability

- Interactive Voice Response System (IVR) Self-Service
  - Available 24-hours per day, 7-days per week.

- Knowledgeable Eligibility Workers
  - Available from 7:30 a.m. to 5:30 p.m., Monday through Friday.

- The CSC supports ten threshold languages;
  - English, Spanish, Vietnamese, Cambodian, Mandarin, Farsi, Russian, Armenian, Tagalog, and Korean.

Actions Completed by CSC

- **CSC Authorization** – Limited predetermined case updates, including Supervisor Authorization such as EBT activation.

- **Quick Issuance** – BIC issuances, MEDS corrections, etc.

- **General Inquiry** – Questions answered by CSC with no further follow up needed.

- **Mail Application** – Medi-Cal or CalFresh applications MC 210 RV, etc. mailed upon request.

- **Public Inquiry** – Questions answered by CSC for callers **NOT** known to LEADER.

Actions Referred to District

- **Case Maintenance** – Case updates and changes **NOT** within CSC responsibilities:
  - › Household composition changes;
  - › Inter-County Transfer (e-ICT);
  - › Income changes;
  - › Sensitive Services (DV, minor consent, etc.);
  - › Property changes.
- **Follow-Up** –CSC EW is unable to resolve issue and needs further review by Case Carrying Worker.

Phased Rollout

- District Offices phased into CSC (completed August 2013)

- Phased CSC Expansion
  - CSC I El Monte (January 2007)
  - CSC II La Cienega (September 2010)
  - CSC III Northridge (June 2012)

CalHEERS Integration

- Go Live Date: October 1, 2013
- 138 Eligibility Workers and15 Eligibility Supervisors needed to meet the anticipated workload
- Primary Call Center Location: CSC I – El monte
  - Satellite Locations: La Cienega and Northridge

Recruitment of CalHEERS Staff

- A departmental survey was provided to all internal Eligibility Staff to identify interest.

- Once the initial surveys were submitted and compiled a supplemental survey was provided to identify work hour preferences.

- Over 50% of CalHEERS staff volunteered for the assignment.

- The remaining position were filled with new hires or clerk to Eligibility Worker promotions.

Training

- Selected CalHEERS staff received a four-day Health Care Reform training followed by a one-day CalHEERS training.

- Training was conducted September 9 – September 30, 2013.

- Training was provided by the DPSS Academy with support from the Line Office staff.

CSC HCR Work Shifts

- To ensure adequate coverage for the expanded access hours, the following shifts have been designated during Open Enrollment:

  - 8:00 am – 5:00 pm
  - 9:00 am – 6:00 pm
  - 10:00 am – 7:00 pm
  - 12:00 pm – 9:00 pm

CSC HCR Technology

- CSC utilizes the most modern call center technology:

  › Cisco Voice over Internet Protocol (VoIP)

  › Interactive Voice Response (IVR)

  › Skill-Based Routing

  › Enhanced Computer Telephony Integration (CTI)

  › Automated Call Distribution (ACD)
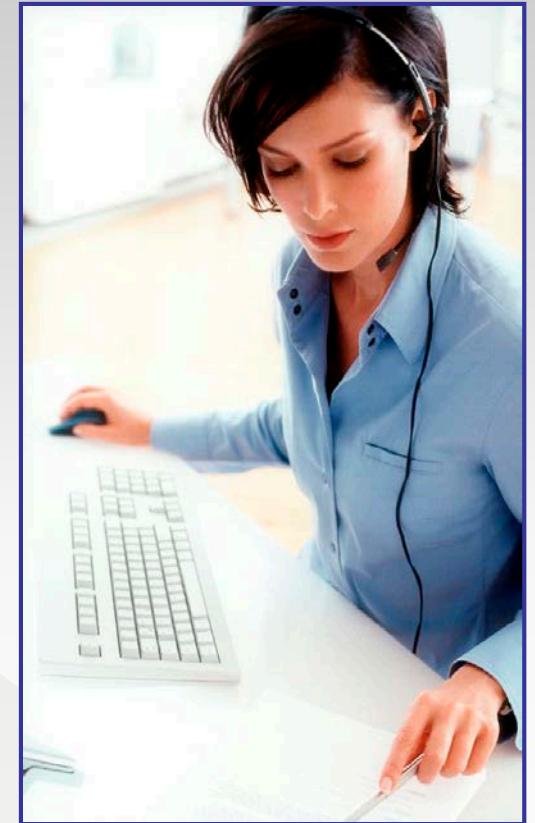
CSC HCR Technology

➢ **IEX TotalView Workforce Management Suite**
  An effective Workforce Management Suite used to forecast and manage staff based on historical trends

➢ **NICE Systems – Insight From Interactions**
  Calls and Agent desktops are recorded for quality assurance
  and training purposes

➢ **INOVA Lightlink Solution**
  Real time calls statistics are displayed on wallboards:
  - Total Call Volume
  - Calls in queue
  - Calls answered

➢ **Reporting tools:**
  - Oracle Discoverer Plus
  - Cisco Reporting

CSC HCR Equipment Setup

- Expanded System Capacity to absorb additional call volume generated by Health Care Benefit Exchange by adding:
  - Gateways
  - PRI's
  - Phones
  - Switches
  - Servers

- Future plans to increase the number of CSC Agents within the current CSC sites, shared office space at other DPSS locations and tele-working from home.

CSC HCR Equipment

- Workstations are equipped with dual-monitors to access LEADER and Finesse CTI.
- Preliminary testing was conducted successfully with the State to verify the validation process of the three key elements:
  - County code
  - Tracer ID
  - Language

Key Performance Measures

- **Call Abandonment Rate** – The number of calls that abandon in queue.

- **Average Speed of Answer** – The average wait time in queue for calls that are assigned from the queue to an agent.

- **Average Handle Time** – The total talk time plus after-call work.

- **Occupancy Rate** – The percentage of logged in time an agent is busy on a call or in wrap-up.

- **Not Ready %** - The percentage of time an agent is not available to take a call for reasons such as lunch, break, meeting, etc.

Best Practices

- **Monitoring** – Frequent and consistent monitoring by supervisors for staff availability and work schedule adherence.

- **Cross Training** – Staff is trained in multiple programs in order to maximize availability.

- **Gatekeepers** –Gatekeepers at each site review critical performance measures including the number of calls queued for specific skill groups, agent readiness, and EW skill group assignments.

Questions