San Bernardino County
Innovations for Service: in partnership with C-IV

The technologies being piloted and presented include:

- Document Upload Kiosk (DUK)

- Wireless Barcode Reader (WBR)

- C4Yourself® Mobile Web Pages Example

The goal, of these technologies, is to increase customer access to services, overall communication and provide a positive customer experience.

San Bernardino County
Document Upload Kiosk (DUK)

Idea: Allow customers to scan their own documents and receive a receipt (instead of waiting in line).

Capability:

- Customers swipe their EBT/BIC card or types their case number.
- The kiosk prompts them to insert each page of their documents, allows them to preview document, and then uploads image to imaging queue.
- For documents with barcodes, it also records them as received in C-IV, sets a Task and prints customer receipts with date/time, case number and document type.

Software: Written by our partners, in this effort: C-IV.

Future Uses and Enhancements:

- Compatible with the Lobby Management (12.09) release.
- Optional - Phone receiver to call for assistance.

Pilot: Started in May; Statistics & Lessons Learned…

San Bernardino County
Wireless Barcode Reader (WBR)

Idea: A hand-held device to read barcodes on documents which marks them as received within C-IV and provides the customer with a receipt (instead of waiting in line).

Capability:

- Worker finds people in line (inside or outside prior to opening) that just need to submit documents.
- Worker scans and collects the documents with barcodes (auto document typing) and prints receipt with date/time, case number, and document type.

Hardware: Windows Mobile WiFi w/ Barcode Reader.

Software: Written by our partners, in this effort: C-IV.

Future Uses and Enhancements:

- Will be able to scan appointment letter barcodes to check--in customers in the Lobby Management (12.09) release.

Pilot: Started in May; Statistics & Lessons Learned…
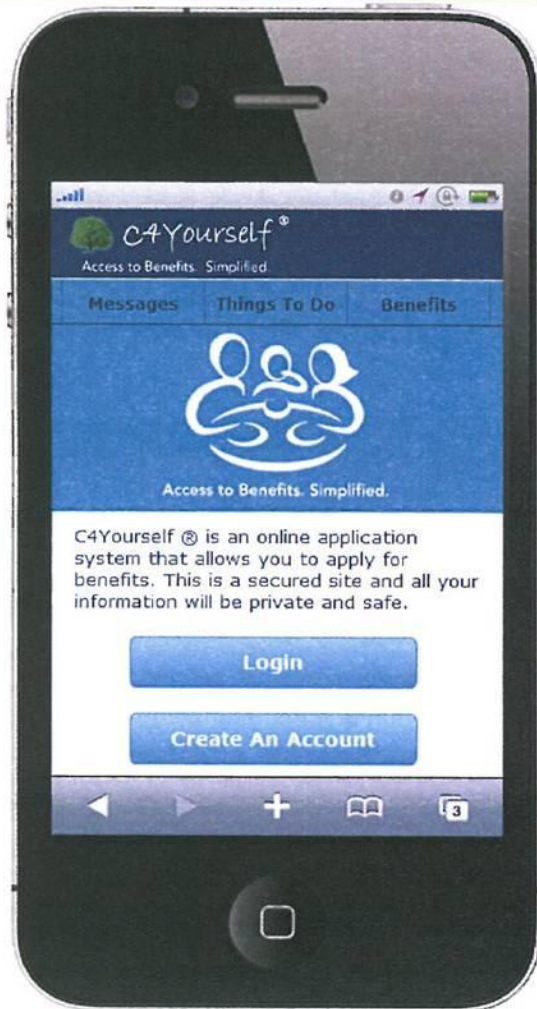
The Barcode Reader + Printer = **WBR**

Zebra Printer

Motorola Barcode Reader

Example Mobile Web Pages: Homepage

Document Upload Kiosk (DUK) & Wireless Barcode Reader (WBR)

Background:
In an effort to improve customer service and better manage lobby flow, San Bernardino County began piloting the DUK and WBR in two TAD offices. The pilot, for both technologies, began May 1, 2012.

Both devices have the ability to:
- Read C-IV barcoded documents
- Generate receipts for the customer
- Update customer reporting list page in C-IV to reflect a RECEIVED status immediately

In addition to the above, the DUK also has the ability to:
- Image barcoded and non-barcoded documents
- Image documents to customers case and automatically routed then to the assigned Workflow queue
- Generate a task

Samples of Barcoded Documents:
- QR 7 – CW/CF Quarterly Status Reports
- MC 176S – MC Status Reports
- CCRR 100 – Child Care Billing Statements
- Any other C-IV Bar coded document required to be returned (RE packets, etc.)
  - *Future Uses being discussed*
    - Customer appointment letter - scanning these could check them in for his/her appt. which would auto-populate an entry in the Reception Log → electronically alerting the worker of their arrival.

Samples of Non-Barcoded Documents:
- Verifications such as paystubs, bank statements, identification cards, etc.
- Any type or sized document 8 ½ x 11 or smaller can be scanned by the DUK
  Note: The DUK will scan both sides of the document and provide a receipt, including the category of the item, for each document scanned.

Measurement:
The efficiency and advantages of the DUK and WBR will be measured by:
- C-IV Activity report received monthly from the C-IV Project IT.
- Ad Hoc Reports as needed through our Legislative and Research Unit (LRU), and
- Customer satisfaction based on the DUK Customer Survey responses

Statistics: Saving an average of 1000 customers, per month, from waiting in line to drop off documents.
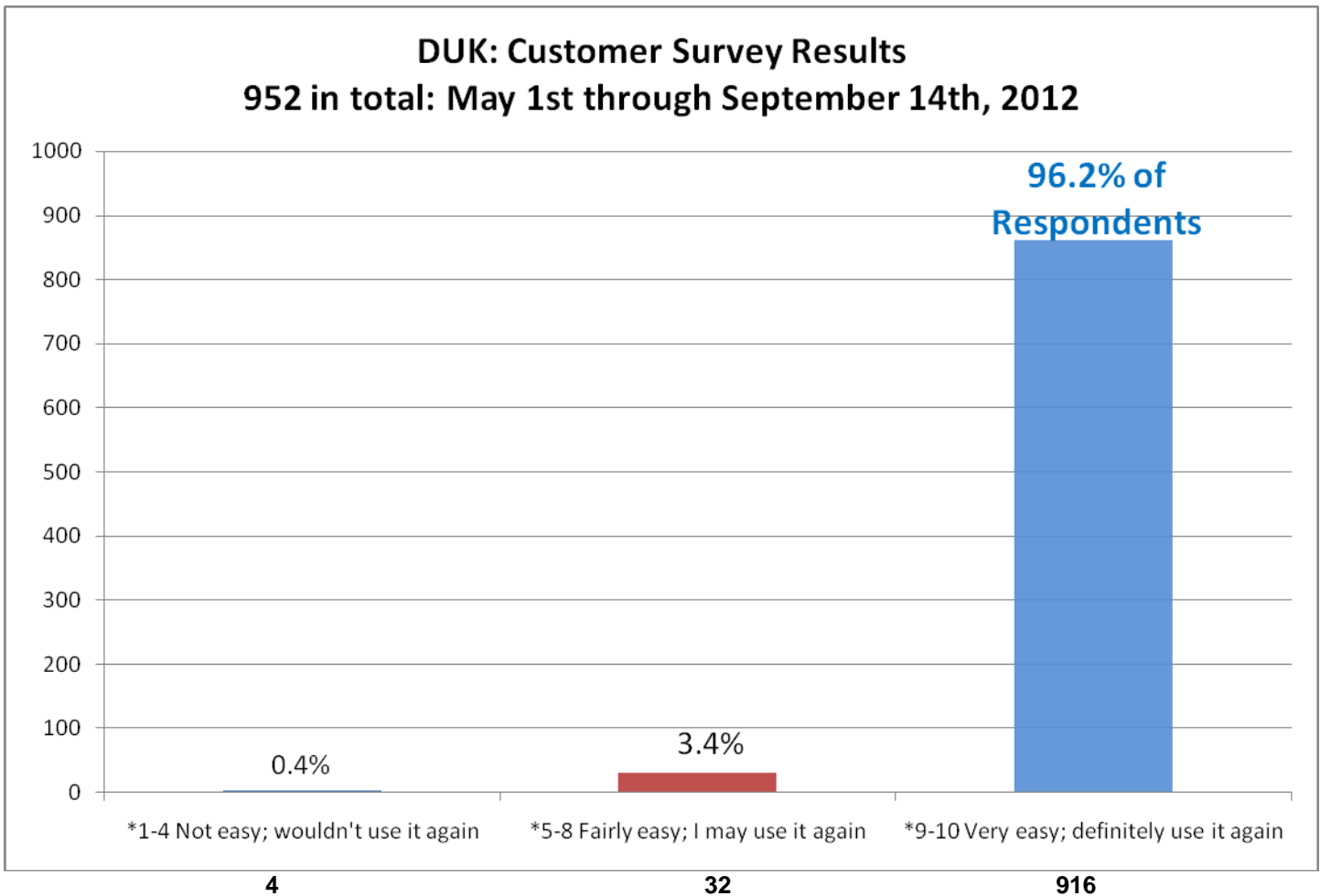
DUK				WBR- All bar coded			
	Bar Coded	Non Bar Coded			Dist 02	Dist 07	Totals
May-12	99	842		May-12	505	587	1,092
Jun-12	52	821		Jun-12	606	504	1,110
Jul-12	112	795		Jul-12	669	644	1,313
Aug-12	148	980		Aug-12	864	556	1,420
TOTAL	**411**	**3,438**		TOTAL	**2,644**	**2,291**	***4,935***

We found an average of 17% of QR7s are identified as Incomplete and made complete before submission.
This eliminates customers' multiple visits and reduces the number of letters/NOAs to the customer thereby reducing time gaps produced due to mail delivery and speeds access to accurate and eligible benefits.

Survey Results:

- 952 customers utilized the DUK and agreed to take a brief survey.

DUK: Customer Survey Results
952 in total: May 1st through September 14th, 2012

*1-4 Not easy; wouldn't use it again	*5-8 Fairly easy; I may use it again	*9-10 Very easy; definitely use it again
0.4%	3.4%	96.2% of Respondents
4	32	916

Customer Feedback:

- Loved it.
- Really assists in lobby control
- A blessing in disguise
- Liked it and I did not have to stand in line
- Would like more options to choose from, paper fed crooked
- Need one outside.
- Great not waiting in line.
- Difficult for Spanish speaking customers
- Muy effective!!!
- Why don't they have this at social security?
- It's the bomb! Why talk to someone when you can use the machine?
- My 4 year old can do this
- Pretty nifty gadget!
- It's easy and efficient.
- Awesome!!!!
- It rocks.
- Glad it's here, beats waiting in line.