Meeting the demand for services with new ways of doing business

Tulare County's Task Base Model
Task Management Tool
(TMT)
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Meeting the demand for services with new ways of doing business

Tulare Human Services determined that we must modernize our service delivery. We committed to change our service delivery to better serve our clients and give better tools to our staff utilizing the following guiding principles:

- First Contact Resolution

- Minimize Handoffs

- Better Manage Workload; Improve Staff Efficiency

- Improve access to benefits by providing multiple channels

- Reduce processing time

- Reduce or eliminate client trips to an office

Background

- Implemented Processing Center in 2003 for ongoing CalFresh and Medi-Cal cases

- Implemented Call Center to include task based work in 2007 for ongoing CalFresh and Medi-Cal cases

- Expanded Task Based Model to include Intake and <u>all</u> Programs in January 2012.

Meeting the demand for services with new ways of doing business through:

- Improved Efficiencies
- Improved Customer Service
- Improved Staff Satisfaction
- Metrics Management
- Flexibility

Improved Efficiencies

- Improve management visibility to the workload and productivity resulting in an increase in the overall work completed
- Faster work distribution using auto assignment
- Focused work on the task at hand- all associated task assigned to one worker
- Real time updates

Improved Customer Service

- Prioritizes work based on client need
- Any worker can process work- one and done approach
- All work is tracked and not forgotten
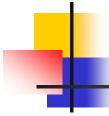- Allows for immediate status update of case

Improved Staff Satisfaction
What do staff think?

- Recognized for work accomplishments
- Team encouraged
- Staff away for training and time off does not become overwhelmed with work left behind
- User friendly system

Metrics Management

- ➢ Management visibility to work allows for a more accurate prediction of work volume and identify trends
- ➢ Enhanced reporting – what's getting done by whom
- ➢ Productivity calculator produces even workload distribution
- ➢ Measured outcomes

Allows Flexibility

> Utilize resources based on client need

> Ability to allocate work across multiple offices (not limited to geographic location)

> Work is contained in one system accessible by all (concurrent access)

Results

- **Improve Efficiencies & Management Visibility**
  - Technology provides increased client access, supports efficient organized workflow and measurement of staff utilization
    - Technology driven workflow allows increased productivity
    - Real time view of task completed and pending task
    - TMT allows for the equitable distribution of tasks to staff
- **Increased work Completion**
    - Allows for flexible task assignment based on priority, workload needs and available resources
    - Tasks are pulled not pushed
    - Target dates are set and tracked
    - No distinct caseloads, minimizes handoffs
    - One and done approach- work gets done!

Thank You

Questions???