VIDEO INTERVIEWING

Client Communication: Enhancing Customer Service through the Effective Use of Technology





Collaborative effort between County of San Diego and Community Partners





Meeting Customer Needs

- Rural communities face transportation barriers to access services and benefits
- Outstation services provide access to for food and healthcare



Agreement Greenet

• **COMMON GOAL**: Increase access to care for pregnant women, children, seniors, families, homeless and vulnerable adults



RETURN ON INVESTMENT

CONFIDENTIALITY

COUNTY/COMMUNITY PARTNERSHIP

MONITORING & CONTROL

SECURITY

Human Services Specialist at Video Conferencing Workstation

annull 2020 Minute

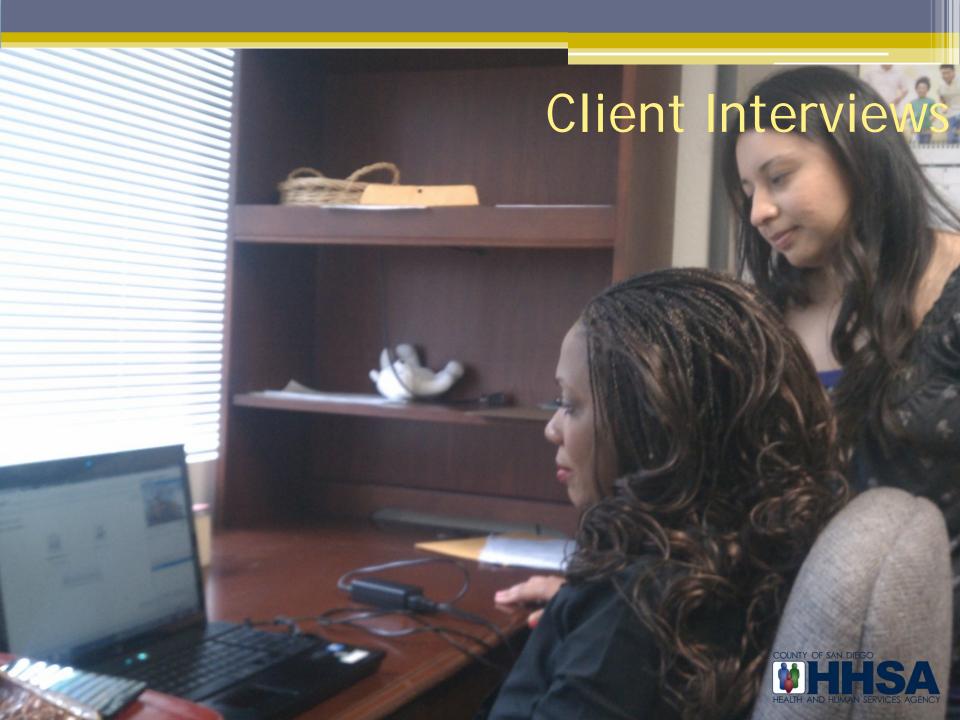


Dual Monitors

At L







Equipment





Client Service Time

Situation	Pre-Pilot	Post-Pilot
No Show Rate	33%	5%*
Same Day Approvals	Unknown	94%*





Situation	Pre-Pilot	Post-Pilot
Previous Miles Travelled Annually	9,000	0
Previous Travel Time	15,000	0





- Eliminated transportation barriers
- Increased efficiency
- Increased access
 - Pregnant women and children
 - Seniors
 - Homeless
 - Battered Women Shelters
 - Migrant Farmworkers
 - Special Language Needs



Recognition





Food & Nutrition Service





Community Collaboration







- Online Web Portal
- 2-1-1
- Centralized CBO ACCESS phone line
- Centralized CBO Fax Line
- County Drop Box
- New upgraded imaging system
- Lobby Management System



Additional Enhancements

- Outstation staff at Food Banks
- Restaurant Meals Program
- Homeless Youth





- 10% Increase (1,625-1,810) in Video Interviews FY13-14
- CalFresh recipients
 - Increased Participation 117% (last 5 years) (from 132,000 to 286,000)
- Medi-Cal recipients
 - Increased Participation 100% (last 5 years) (from 295,000 to 578,000)



Contact Information

Deanna Zotalis-Ferreira 760-740-4187 Deanna.Zotalis-Ferreira@sdcounty.ca.gov

COUNTY OF SAN DIEGO HEALTH AND HUMAN SERVICES AGENCY

Thank You