# 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

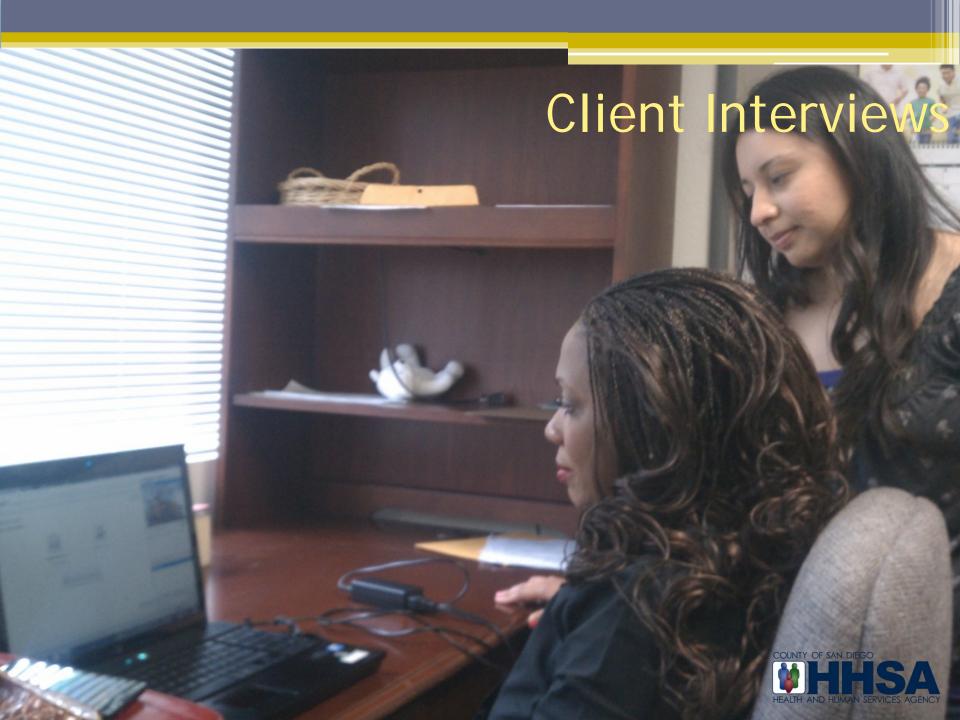


### **Dual Monitors**

At L







#### Equipment





#### **Client Service Time**

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





Situation	<b>Pre-Pilot</b>	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**

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# COUNTY OF SAN DIEGO HEALTH AND HUMAN SERVICES AGENCY

#### **Thank You**