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
• COMMON GOAL: Increase access to care for pregnant women, children, seniors, families, homeless and vulnerable adults
Human Services Specialist at Video Conferencing Workstation
Dual Monitors
<table>
<thead>
<tr>
<th>Situation</th>
<th>Pre-Pilot</th>
<th>Post-Pilot</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Show Rate</td>
<td>33%</td>
<td>5%*</td>
</tr>
<tr>
<td>Same Day Approvals</td>
<td>Unknown</td>
<td>94%*</td>
</tr>
<tr>
<td>Situation</td>
<td>Pre-Pilot</td>
<td>Post-Pilot</td>
</tr>
<tr>
<td>---------------------------------</td>
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</tr>
<tr>
<td>Previous Miles Travelled Annually</td>
<td>9,000</td>
<td>0</td>
</tr>
<tr>
<td>Previous Travel Time</td>
<td>15,000</td>
<td>0</td>
</tr>
</tbody>
</table>
Outcome

• Eliminated transportation barriers
• Increased efficiency
• Increased access
  ▫ Pregnant women and children
  ▫ Seniors
  ▫ Homeless
  ▫ Battered Women Shelters
  ▫ Migrant Farmworkers
  ▫ Special Language Needs
Community Collaboration
Service Delivery

- 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
Outcomes

• 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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Thank You