



Fresno County DSS

Service Center Project
Data, Dashboards and Decision-Making
Making it Work for the Customer

Fresno County

Pre-ACA and Service Center

Fresno County population = 1 million

Medical Cases = 144,896

CalFresh Cases = 94,482

CalWORKs Cases = 27,631

Traditional Service Model

- Assigned Caseworkers
- Paper Intensive
- Scanned only closed cases
- Designated Intake and Ongoing offices
- In-person intake application interviews
- Minimal amount of data available to manage workload

Business Objectives

1

Enhance customer satisfaction

2

Improve Business Efficiency through leveraging technology

3

Improve Business Efficiency through flexible use of resources

4

Data Informed Decision Making

5

Preparation for Health Care Reform

Enhance Customer Service – ‘Serve the Client’ with ‘One Touch’ and a ‘No Wrong Door’ approach

1

Provides clients with multiple options for accessing services (in office, telephone, internet)

2

Allows clients to be served in all Service Center locations

3

Any worker can assist the client (online case files)

4

Decreases wait times in office and on the telephone

5

Distributes tasks among workers to allow sufficient time to resolve case workloads

DSS Customer Service Improvement History

MN & CF Design and Build Begins

MN & CF Service Center Implementation

July 2010- Benefits CalWIN launched for CF & MN Applications

July 2011- Launch of Interactive Voice Recognition (IVR) / Generic message- all calls requesting worker default to Change Center staff; CalWORKs and MN/CF Call Handling

January 2012- Upfront document imaging started

April 2012- MN & CF Service Center Project Started (with Intellego Consulting)

Feb-Mar 2013- Centralized Mail & Case Scanning Project Complete (Technology: Filenet)

Jan-Feb 2013- Lobby Redesign complete for 6 offices

- Kiosks
- Lobby Traffic System (LTS)
- EZ Appointment Management Tool

Apr – May 2013- MN & CF Ongoing & Intake Service Centers Launched

- Task Management Tool (TMT)

Apr 2013- Call Center Launched

- Automated Call Distribution (ACD – Nexus)
- Workforce Management (WFM – Calabrio)
- Quality Management for Call Center (Calabrio)

Oct 2013- ACA Open Enrollment

June 2014- ABD Service Center Launches

Feb 2015- CalWORKs Service Center Launch Projected

Lobby Redesign

1

Staffing Functions include:

- Lobby Navigator
- Rapid Service Unit (RSU)
- Drop-in Staff

2

Lobby Traffic System:

- Kiosk
 - Self service touch screens for clients to request a service
 - Displays the ticket # and directs clients
 - Provides outcome measures including reason for office visit
- Benefits CalWIN PCs, Copiers, Mail Drop Off Box for Self Service
- Phones to access the call center for potentially faster service
- Up Front Scanning

3

EZ Appointment:

- Allows for appointment scheduling across all Service Center Offices
- Round robin assignment to staff

4

Future Enhancements:

- Linkage between LTS and EZ Appointment
- Self Scanning with receipt

LTS Operational Reports

Lobby Counts

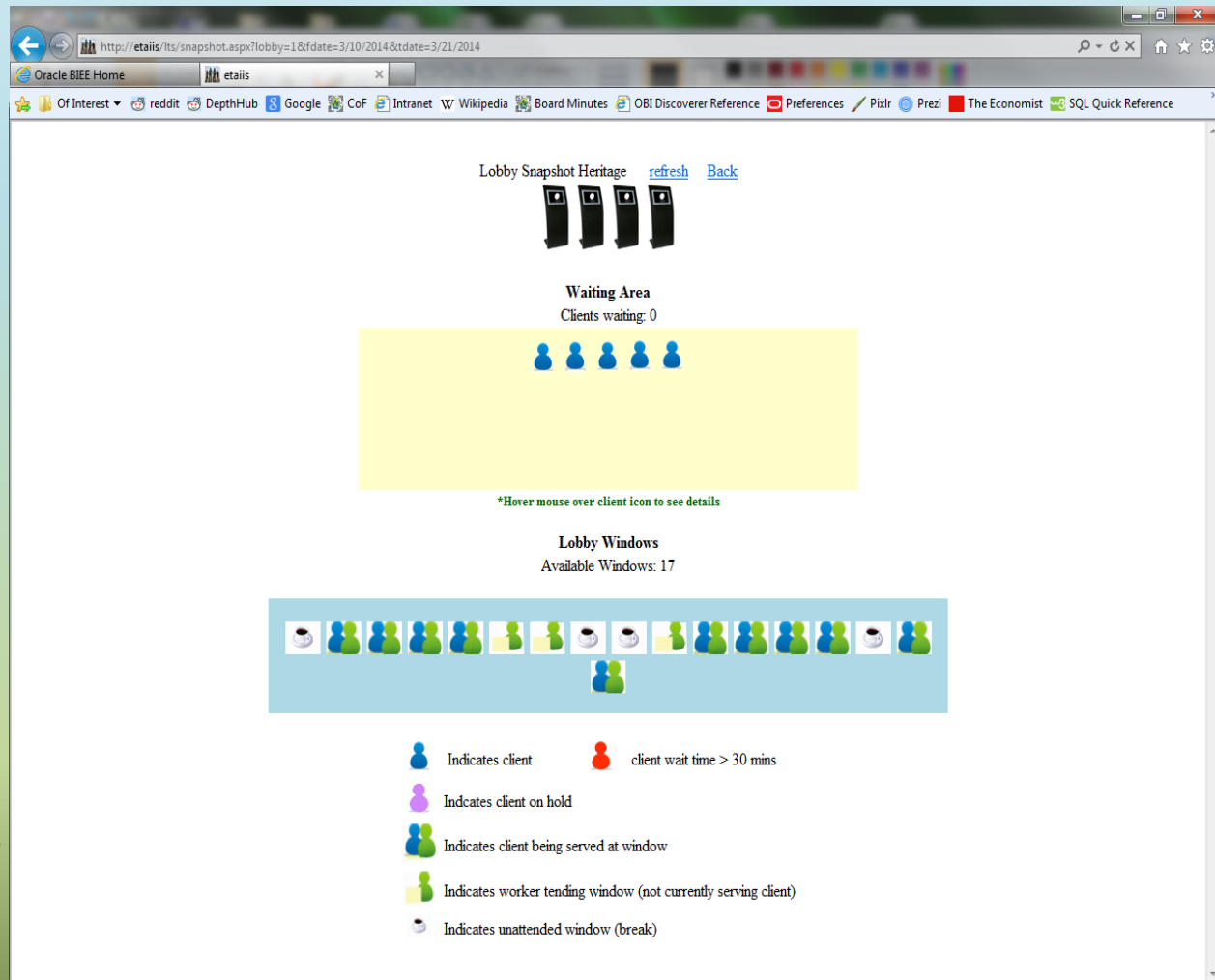
Lobby traffic counts by date, location, language and purpose of visit. Provides statistics based on client check-in to the kiosks

Activity Log

Detailed information on each check-in ticket. Filtered by site and date range.

Lobby Snapshot

Real-time status of specified lobby. Shows clients in waiting area, length of wait, and window status.



Lobby Traffic Dashboard: Counts

- Provides client traffic counts, wait times, and window service times by lobby, service type, and language.
- Shows trends by week and by month.
- Used by executive and management staff to monitor and plan for lobby traffic.

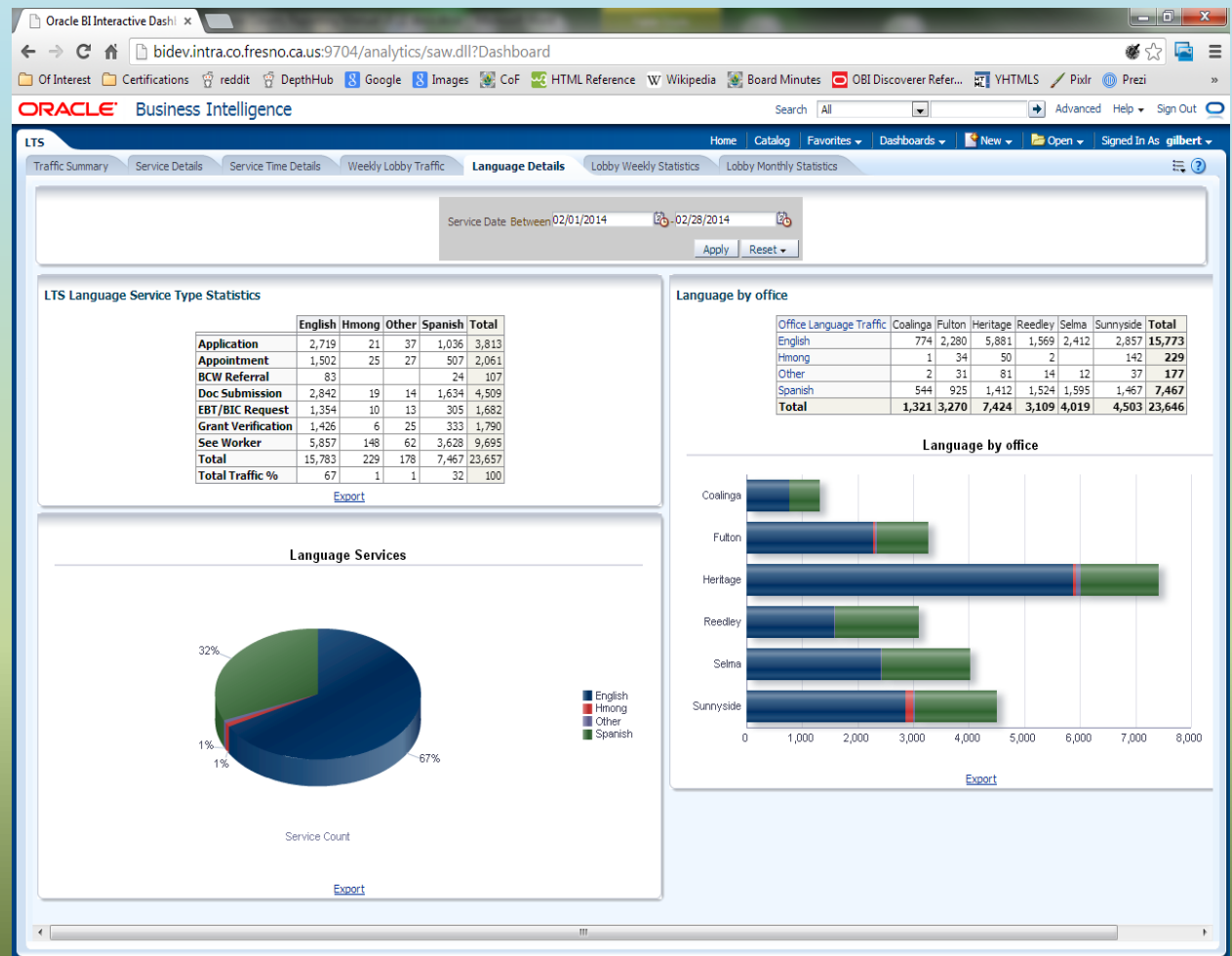
Traffic Summary

Service Counts by Lobby

Wait Times and Service Times

Traffic Counts by Week

Traffic Counts by Language



LTS: August 2014

- Overall Ticket Counts (Percentage of overall count)
12,741 (42.8%) See Worker
5,500 (18.5%) Application
3,573 (12.0%) Document Submission
3,580 (12.0%) Appointment
1,801 (6.0%) INC/Grant Verification
2,419 (8.1%) EBT/BIC Care Request
170 (0.6 %) BCW

August 2014	Ticket Count	July 2014	% Change
Coalinga	958	1,101	-13%
Commissary 1st	2,043	2,131	-4%
Commissary 2nd	3,558	3,512	1%
Fulton	134	3,368	-96%
Heritage	7,741	8,004	-3%
Kerman	1,428	N/A	N/A
Reedley	3,303	3,352	-1%
Selma	3,754	4,137	-9%
SRC	1,729	1,732	0%
Sunnyside	5,135	4,876	5%
Grand Total	29,783	32,213	-8%

29,783: tickets were counted for the month of July 2014 including BCW.

29,614 seen by a Worker (From LTS Productivity Count).

7,403 Tickets: Average Weekly Lobby Traffic (4 Weeks).

1,410 Tickets: Average Daily Lobby Traffic (21 days)

Average Service Time at the Window is **8** min.

Intake & Ongoing Implementation

1

Staffing Functions:

- Phone Interviews
- Face to Face Interviews at Customer Request
- Tasks

2

EZ Appointment used to schedule all CF Intake and CF RRR appointments round-robin to workers as phone interviews

3

Staff receive assignments via TMT. Staff see a list of pending tasks to process, mark tasks complete, and assign future tasks for follow-up

4

Task Management Tool:

- Linked with document imaging for automated task recognition
- CalWIN data uploads for batch task assignment
- Allows for staffing blocking and distribution of workload by %
- Balances workload among available staff

5

Future Enhancements:


- Telephonic Signature
- Oracle Business Intelligence Enterprise Edition (OBIEE) Reporting that will link CalWIN and TMT reports

TMT Operational Reports

- **Completed Tasks Report** - Number of tasks completed in the specified time frame
- **Received Tasks Report** - Detailed listing of all Service Center received tasks, including tasks that were not assigned to a worker
- **Reopened Tasks Report** - Detailed listing of all reopened tasks in the specified time frame
- **Manually Created Tasks Report** - Detailed listing of all tasks manually created in the specified time frame
- **Completed for Others Report** - Detailed listing of all tasks that workers completed for other districts in the specified time frame



TMT Operational Reports

 **Task Management Tool**
Department of Social Services Version 3.2

Home New Search Admin Reports Help

Report: %2fCofTMT%2fCompletedTasks4Others

Select Report From Date: 3/1/2014 Select Report Thru Date: 3/8/2014 View Report

Select Unit(s) To Report: 77AA, 7CBB, 7CHH, 7MAA, 7MDI

1 of 1 100% Find | Next Select a format Export

Completed Tasks For Other

Report Period: 3/1/2014 - 3/8/2014

Division	Unit	Worker Completing Task	Task Type	Prev Asgmt	Task ID	Comp Date	Completed Tasks
<input type="checkbox"/> FHXX							61
<input type="checkbox"/> 9QXX							138
<input type="checkbox"/> UQXX							49
<input type="checkbox"/> WGXX							310
<input type="checkbox"/> VRXX							442
<input type="checkbox"/> GAXX							62
<input type="checkbox"/> AJAA							8
<input type="checkbox"/> TEXP							28
<input type="checkbox"/> K5XX							11

Report Locations

Combined TMT Report and 24XX Task Creation Report: <\\santacruz\5610\Public\DSS Service Center Project\Reports\TMT>

LTS Dashboard: <http://bidev.intra.co.fresno.ca.us:9704/analytics>

TMT Operational Reports: <http://tmt.dss.fresno.ca.us>

TMT Summary -Intake (September 2013 thru August 2014)

Intake Task Creation Counts - Monthly

MONTH OF: August 2014

Report Date: 9/26/2014

NOTE:

CalFresh RRR Appt - Created and loaded for the following month's CF RRR Interviews from EZ Appt; these tasks are scheduled to be performed in the following month.
Medi-Cal RRR VCL Review - Previously Medi-Cal RRR task; created for the review and completion of the Verification Check List to be mailed out with MC RRR packet for all MC RRRs due in 2 months. Task has to be completed and packets mailed out 75 days prior to the end of the MC RRR month. (NO LONGER ACTIVE)

Comparison Done

COMPARISON TOOL		
HIGHLIGHT IF:	Difference >	100
AND:	% Difference >	30%
Increase or decrease from previous month	Difference as % of previous month value	Avg of current and previous 2 months
Difference	% Difference	3-mo Average
0		
0		
- 39	- 19.1%	188
0		
0		
- 17	- 63.0%	16
0		
- 260	- 5.7%	4,315
- 153	- 3.5%	4,114
- 224	- 25.9%	732
+ 13	+ 100.0%	16
- 185	- 82.2%	150
0	0.0%	3
- 12	- 10.3%	107
+ 126	+ 24.8%	410
0	0.0%	6
0		
0		
+ 2	+ 100.0%	4
0		0
+ 33	+ 34.4%	98
- 6	- 35.3%	10
+ 169	+ 2.2%	7,442
+ 31	+ 50.8%	73
- 102	- 10.7%	914
- 90	- 11.6%	841
- 193	- 27.4%	590
+ 705	+ 33.8%	1,968
0	0.0%	4
0		1
0		
- 2	- 2.4%	80
- 10	- 13.7%	71
- 3	- 37.5%	10
+ 24	+ 25.5%	116
- 510	- 16.2%	2,875
- 9	- 9.0%	103
+ 11	+ 11.5%	115
- 701	- 2.6%	25,373

Row Labels	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Grand Total
ACA Application Processing	1	275	359	473	809	357	349						2,623
ACA Interview	17	450	503	725	895	378	220						3,188
ACA Plan Selection	0	5	5	5	17	3	3	2	166	196	204	165	771
ACA Verif Processing	19	95	150	242	2,713	272	106						3,597
Add Persons Newborns	4	3	2	3	17	13	13	7	15				77
Add Persons/HH Changes										10	27	10	47
Address Change	0	0	0	0	0	0							0
Application Interview	3,842	4,062	3,819	4,784	5,055	4,420	4,125	4,872	4,458	4,091	4,557	4,297	52,382
Application Processing	2,302	2,460	2,317	3,077	3,251	2,957	3,263	4,555	4,324	3,725	4,385	4,232	40,848
CalFresh Expedited Pending 3 days	1,034	1,066	890	969	1,624	1,246	859	965	616	691	864	640	11,464
CalFresh RRR Appt	2	2	0	3	3	5	11	7	5	10	13	26	87
CalHEERS Intake Application						384	2,409	6,512	5,426	186	225	40	15,182
CalHEERS Ongoing Application						92	555	144	32	2	3	3	831
CalWIN Alerts	8	2	0	28	102	131	88	106	89	102	116	104	876
CF Denial Review										87	509	635	1,231
CF RRR Packet received late	1	1	2	5	2	11	4	7	2	2	8	8	53
Child Care Payments	0	0	0	0	0	0			0				0
COLA	0	0	0	0	0	0							0
EBT MC Card Issuance	3	9	2	12	92	112	88	50	4	7	2	4	385
Edwards	0	0	1	2	0	0		1		0			4
Express Lane Follow-up							17	70	55	69	96	129	436
Fair Hearing CWD	4	8	5	2	7	9	3	12	9	3	17	11	90
FileNET - Misc	10,502	11,547	9,634	9,174	12,498	9,859	9,323	10,126	8,115	6,551	7,803	7,972	113,104
FileNet- Activity Reports	419	1,319	558	560	264	296	78	50	57	67	61	92	3,821
IEVS Save	186	134	132	208	441	716	621	678	753	937	953	851	6,610
MC Ap Pending 45 Days	816	683	882	1,335	1,341	3,734	2,580	3,544	7,041	1,063	775	685	24,479
MC CF Application Pending 30 Days	750	802	565	717	751	774	648	639	748	552	705	512	8,163
MC Intake App Processing										1,029	2,085	2,790	5,904
MC RRR Processing	110	20	10	33	7	1		1	2	5	3	3	195
MCRRR Due	0	34	2	0	0	0			0	2	0	0	38
Medi-Cal RRR VCL Review	34	3	0	0	0	0							37
Meds Alert	29	42	7	33	46	41	63	66	96	77	82	80	662
Other	268	133	77	129	276	274	342	348	119	77	73	63	2,179
Other Agency Referral	1	19	10	10	75	106	98	42	19	18	8	5	411
Pending Benefits	96	133	106	98	174	163	201	179	113	137	94	118	1,612
Request for follow up information	2,296	2,897	3,319	2,749	3,904	3,601	3,331	3,569	3,189	2,830	3,153	2,643	37,481
Return Phone Call	13	83	66	102	157	170	127	117	107	117	100	91	1,250
Unscheduled Drops	237	191	216	208	223	211	211	211	211	211	96	107	1,951
Grand Total	22,994	26,478	23,639	25,686	34,744	30,223	29,679	36,824	35,684	22,785	27,017	26,316	342,069

TMT Summary- Ongoing (September 2013 thru August 2014)

Ongoing Task Creation Counts - Monthly

MONTH OF: August 2014

Report Date: 9/26/2014

NOTE:

CalFresh RRR Appt - Created and loaded for the following month's CF RRR Interviews from EZ Appt; these tasks are scheduled to be performed in the following month.
Medi-Cal RRR VCL Review - Previously Medi-Cal RRR task; created for the review and completion of the Verification Check List to be mailed out with MC RRR packet for all MC RRRs due in 2 months. Task has to be completed and packets mailed out 75 days prior to the end of the MC RRR month. (NO LONGER ACTIVE)

Row Labels	Comparison Done												Grand Total
	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	
ACA Application Processing	2	22	5	113	10	6	6						164
ACA Interview	0	31	0	133	4	3	3						174
ACA Plan Selection	0	4	0	0	0	0	1	0	0	0	1	0	6
ACA Verif Processing	1	11	3	40	26	4	7						92
Add Persons Newborns	47	55	80	80	101	53	68	82	83				649
Add Persons/HH Changes										86	317	200	603
Address Change	0	0	0	0	0	0							0
Application Interview	35	275	19	143	74	35	51	84	63	57	134	81	1,051
Application Processing	33	232	53	196	54	22	36	82	83	94	233	149	1,267
CalFresh Expedited Pending 3 days	7	62	20	43	17	4	2	16	5	3	27	9	215
CalFresh RRR Appt	4,094	5,074	5,277	4,648	4,761	4,529	4,384	4,690	5,913	6,654	5,673	5,604	61,301
CalHEERS Intake Application						37	156	2,080	889	1,140	559	199	5,060
CalHEERS Ongoing Application						974	2,282	204	134	7	11	50	3,662
CalWIN Alerts	1	18	9	16	467	36	54	66	24	13	3	25	732
CF Denial Review										1	46	2	49
CF RRR Packet received late	50	77	158	651	639	525	716	970	697	958	872	835	7,148
Child Care Payments	0	1	0	0	1	0			1				3
COLA	0	0	0	0	0	0							0
EBT MC Card Issuance	19	26	19	16	23	88	106	97	141	66	76	31	708
Edwards	0	2	150	326	3	0		0		1			482
Express Lane Follow-up							5	3	9	6	18	7	48
Fair Hearing CWD	30	38	13	28	35	29	32	39	17	23	18	28	330
FileNET - Misc	16,323	23,355	19,682	20,946	18,943	15,502	15,110	15,039	14,743	15,290	18,941	17,780	211,654
FileNet- Activity Reports	7,226	5,860	6,417	6,118	6,515	5,398	6,171	6,145	5,983	6,481	5,709	5,386	73,409
IEVS Save	183	334	488	434	454	524	683	1,127	1,044	1,207	1,483	1,261	9,222
MC Ap Pending 45 Days	7	48	53	375	53	178	92	92	321	56	211	97	1,583
MC CF Application Pending 30 Days	15	64	36	115	32	85	82	49	29	4	54	8	573
MC Intake App Processing										16	455	283	754
MC RRR Processing	1,647	4,247	3,426	2,224	871	149	42	33	2,073	2,313	73	32	17,130
MCRRR Due	0	7,489	4,774	35	39	8	1		8,412	10,979	12	16	31,765
Medi-Cal RRR VCL Review	4,095	5,002	6	0	1	1							9,105
Meds Alert	146	114	63	149	123	146	117	156	221	329	421	550	2,535
Other	1,048	671	611	470	1,394	570	679	711	655	573	818	559	8,759
Other Agency Referral	18	141	98	21	33	47	84	45	40	38	29	30	624
Pending Benefits	72	111	64	62	74	35	29	32	54	76	118	100	827
Request for follow up information	1,626	3,024	2,805	4,240	2,707	2,583	3,019	2,902	2,792	3,065	3,439	3,310	35,512
Return Phone Call	192	519	344	402	696	572	404	479	284	455	454	278	5,079
Unscheduled Drops	169	166	224	256	131	59	117	51	123	123	147	212	1,775
Grand Total	37,086	57,073	44,897	42,280	38,281	32,302	34,509	35,276	44,753	50,119	40,352	37,122	494,050

COMPARISON TOOL		
HIGHLIGHT IF:	Difference >	100
AND:	% Difference >	30%
Increase or decrease from previous month	Difference as % of previous month value	Avg of current and previous 2 months
Difference	% Difference	3-mo Average
0		
0		
- 1	- 100.0%	0
0		
0		
- 117	- 36.9%	201
0		
- 53	- 39.6%	91
- 84	- 36.1%	159
- 18	- 66.7%	13
- 69	- 1.2%	5,977
- 360	- 64.4%	633
+ 39	+ 354.5%	23
+ 22	+ 733.3%	14
- 44	- 95.7%	16
- 37	- 4.2%	888
0		
0		
- 45	- 59.2%	58
0		1
- 11	- 61.1%	10
+ 10	+ 55.6%	23
- 1,161	- 6.1%	17,337
- 323	- 5.7%	5,859
- 222	- 15.0%	1,317
- 114	- 54.0%	121
- 46	- 85.2%	22
- 172	- 37.8%	251
- 41	- 56.2%	806
+ 4	+ 33.3%	3,669
0		
+ 129	+ 30.6%	433
- 259	- 31.7%	650
+ 1	+ 3.4%	32
- 18	- 15.3%	98
- 129	- 3.8%	3,271
- 176	- 38.8%	396
+ 65	+ 44.2%	162
- 3,230	- 8.0%	42,531

TMT Combined Report Summary

(August 2014)

Counts do not include MC RRR Processing or MCRRR Due tasks.

Report Month: Aug 2014; Run Date: 9/24/14

						CARRYOVER + ASSIGNED	REG + OT			
						G	H	I	J	K
Average Allocation for the Month	Prod. Index (Avg. Tasks/Hour in Regular Time)	CARRYOVER	FROM	TO	ASSIGNED <i>See Detail</i>	TOTAL	REG	OT	COMPLETED <i>See Detail</i>	PENDING
		CARRYOVER from Previous Month	Carryover (Reassigned FROM District)	Carryover (Reassigned TO District)	Newly ASSIGNED During Month	TOTAL Tasks to Complete	Completed During Regular Hours (REG)	Completed Outside of Regular Hours (OT)	Total Number of Tasks COMPLETED	Tasks PENDING at End of Month
Intake 47.71%	1.8	9,499	3,662	3,415	25,174	34,426	27,236	1,357	28,593	6,832
Ongoing 38.01%	2.2	4,954	1,834	1,940	32,836	37,896	34,802	1,431	36,233	4,032
Not found in Intake/Ongoing groups		634	141	280	935	1,708	1,318	399	1,717	359
Total		15,087	5,637	5,635	58,945	74,030	63,356	3,187	66,543	11,223

TMT Allocation

❖ 299 EWs in Ongoing Group

- 113.65 Avg Effective Ongoing Workers
 - 17.33 Avg FTE for Approved Time Off
- 162 Ongoing (includes 36 RSU/Drop EWs)
- 135 Call Center
- 2 Out Reach

❖ 26 EWs in ABD Ongoing Group

- 18.36 Avg Effective ABD Ongoing Workers
 - 0.57 Avg FTE for Approved Time Off

❖ 172 EW in Intake Group

- 81.06 Avg FTE - Intake Workers
 - 17.04 Avg FTE for Approved Time Off
- 128 Intake (includes 19 RSU/Drop EWs)
- 25 Call Center
- 19 Out Reach

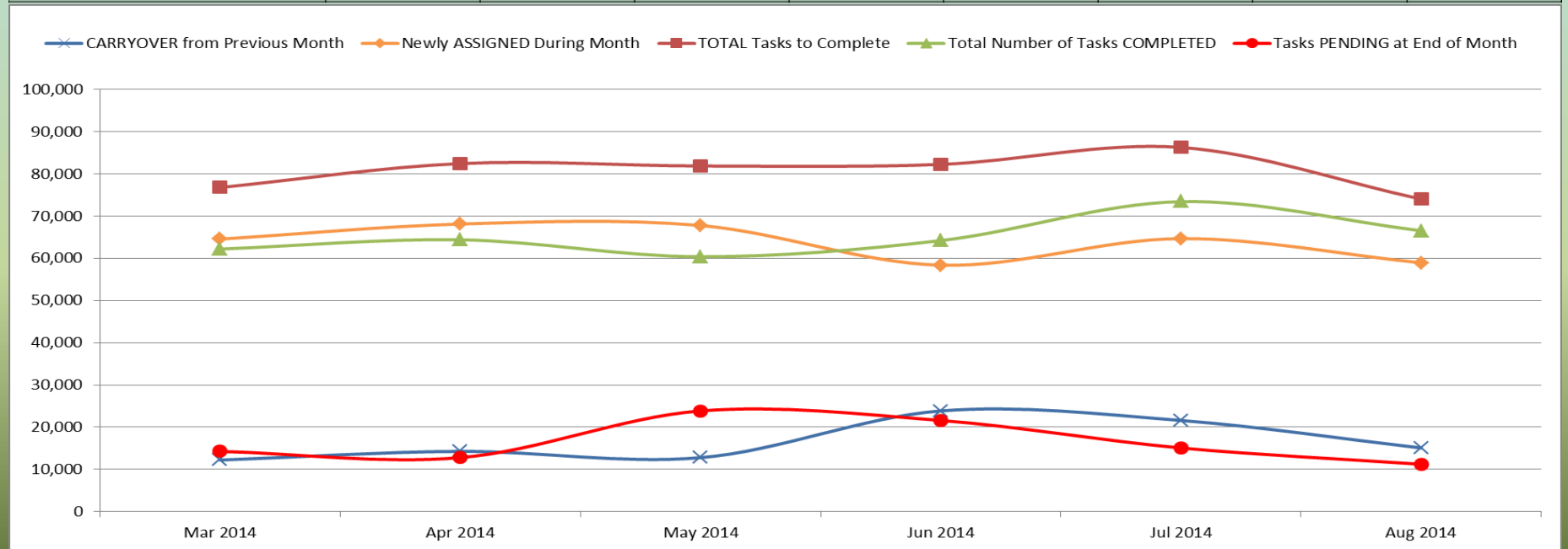
❖ 17 EWs in ABD Intake Group

- 13.5 Avg FTE - ABD Intake Workers
 - 1.61 Avg FTE for Approved Time Off

TMT Summary (March 2014 thru August 2014)

*MC RRR Tasks Removed

Month	CARRYOVER from Previous Month*	Carryover (Reassigned FROM District)	Carryover (Reassigned TO District)	Newly ASSIGNED During Month*	TOTAL Tasks to Complete*	Completed During Regular Hours* (REG)	Completed Outside of Regular Hours* (OT)	Total Number of Tasks COMPLETED*	Tasks PENDING at End of Month*
Mar 2014	12,224	3,507	3,516	64,557	76,790	55,446	6,770	62,216	14,275
Apr 2014	14,275	2,521	2,573	68,142	82,469	58,962	5,446	64,408	12,797
May 2014	12,792	2,509	3,816	67,800	81,899	56,489	3,903	60,392	23,862
Jun 2014	23,862	4,491	4,498	58,395	82,264	58,988	5,240	64,228	21,603
Jul 2014	21,603	4,911	4,913	64,687	86,292	67,926	5,519	73,445	15,087
Aug 2014	15,087	5,637	5,635	58,945	74,030	63,356	3,187	66,543	11,223



Call Center and Call Handling

1

Staff organized into four separate Call Centers functions: Ongoing MN/CF; Ongoing CalWORKs; ACA Warm Hand-Off; and CalFresh Missed Appointment Call Center (Intake)

2

Our MN/CF Phone to Task time split is currently 70/30 respectively

3

Missed Appointment Call Center take inbound calls and conduct interviews for CalFresh applicants who missed their initial interview appointment

4

Service Center staff create a voice mail message directing clients to the Call Center

5

Call Center staff have “universal scheduler” access in EZ Appointment which will allow them to schedule clients for appointments at any office location

6

Robocalls - computerized autodialer to deliver pre-recorded message reminding clients of documents needed to be submitted prior to deadlines (SAR, RRRs)

Call Center

Agent telephones – (Phone trees)

Call Management – Automatic Call Distribution (ACD) Components

- Services – phone queues
- Staffing – agent setup
- Schedules
- Exceptions (time-off)/Projects (task time)
- Forecasting –historical data


Call Management

FileEditViewFavoritesToolsHelp

calabrio


Signed in: **Kou Xiong** 23 ?

Application Manager | WFM

 **Services**


Configure the service queues in your contact center

- Service Queue Types
- Service Queues
- Skill Mappings
- Service Queue Closed Days
- Firm Date Associations
- Service Queue Groups

 **People**


Configure your agents and their access to WFM

- Users
- Agents
- Teams
- Views

 **Schedules**


Set up all the elements that go into running a schedule

- Work Shifts
- Work Conditions
- Special Events
- Shift Budget Analysis Request
- Shrinkage
- Copy Schedule Activities

 **Activities**


Set up agents' exceptions and projects

- Exceptions
- Exception Types
- Projects

 **Historical Data**


Capture and manage your historical data

- View and Edit Historical Data
- Capture Historical Data
- Historical Data Merge Request
- Forecast Accuracy Compilation Request

 **System Configuration**


Configure the WFM environment

- Global Settings
- User Requests
- Adherence State Mappings

 **Vacation Planning**

Configure agent time off

- Vacation Plans
- Full Time Equivalents Profiles
- Vacation Type Mapping
- Time Off Report
- Time Off Allotments

 **Strategic Planning**

Estimate future contact requirements and cost

- Strategic Resources
- Strategic Forecast Request
- Strategic Forecast
- Hiring Steps
- Hiring Plans

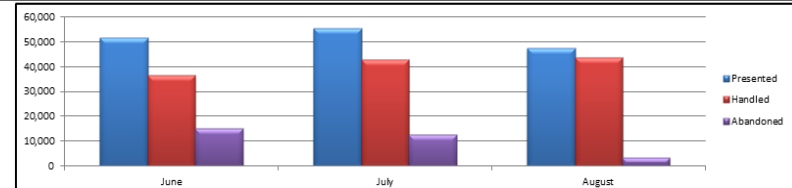
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ACD Call Center

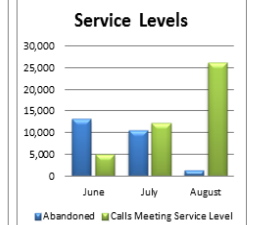
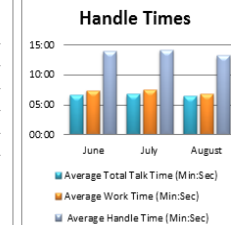
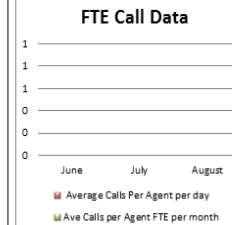
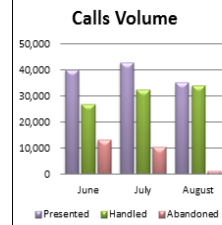
The Automated Call Distribution (ACD) – Combined Report displays a 3 month comparison of particular Queue Groupings.

- CalFresh/Medi-Cal/ACA Direct
- CalWORKS
- ABD (Aged, Blind, Disabled)
- ACA Warm Handoff

August 2014 ACD Combined Report											
Call Center Combined (all CSQ's)	June			July				August			
	English	Spanish	June	English	Spanish	July	% Difference from May to June	English	Spanish	August	% Difference From June to May
Presented	41,286	10,127	51,413	44,919	10,592	55,512	7.97%	38,986	8,197	47,183	-15.00%
Handled	29,672	6,724	36,396	35,364	7,393	42,757	17.48%	36,449	7,241	43,690	2.18%
Abandoned	11,612	3,402	15,014	9,550	3,198	12,749	-15.09%	2,533	956	3,489	-72.63%
% of Calls Abandoned	28.13%	33.59%	29.20%	21.26%	30.19%	22.97%	-21.36%	6.50%	11.66%	7.39%	-67.80%



CalFresh/Medi-Cal/ACA Direct	June			July				August			
	English	Spanish	June	English	Spanish	July	% Difference from May to June	English	Spanish	August	% Difference From June to May
Presented	31,247	8,797	40,044	33,638	9,254	42,892	7.11%	28,179	7,024	35,203	-17.93%
Handled	21,344	5,619	26,963	26,035	6,309	32,344	19.96%	27,595	6,317	33,912	4.85%
Abandoned	9,903	3,178	13,081	7,601	2,945	10,546	-19.38%	582	707	1,289	-87.78%
% of Calls Abandoned	32%	36.13%	32.67%	22.60%	31.82%	24.59%	-24.73%	2.07%	10.07%	3.66%	-85.12%
Average Time to Abandon (Min:Sec)	08:15	12:21	09:15	08:21	12:37	09:32	3.06%	02:16	06:48	04:45	-50.17%
Average Speed to Answer (Min:Sec)	11:15	17:37	12:34	07:16	14:08	08:37	-31.43%	00:43	05:04	01:32	-82.21%
Calls Meeting Service Level	4,296	635	4,931	11,074	1,177	12,251	148.45%	23,421	2,732	26,153	113.48%
Service Level (% Calls Answered less than 1 min)	13.75%	7.22%	12.31%	32.92%	12.71%	28.56%	132.01%	83.11%	38.89%	74.29%	160.12%
Average FTE Per CSQ (Skill Set)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	75.23	12.76	75.23	N/A
Average Calls Per Agent per day	N/A	N/A	N/A	N/A	N/A	N/A	N/A	16.7	22.5	20.49	N/A
Ave Calls per Agent FTE per month	N/A	N/A	N/A	N/A	N/A	N/A	N/A	366.8	495.1	450.78	N/A
Average Total Talk Time (Min:Sec)	06:35	06:24	06:32	06:50	06:22	06:45	3.32%	06:27	06:20	06:25	-4.94%
Average Work Time (Min:Sec)	07:24	07:14	07:22	07:26	07:17	07:24	0.45%	06:42	07:02	06:46	-8.56%
Average Handle Time (Min:Sec)	13:59	13:38	13:54	14:17	13:39	14:09	1.80%	13:09	13:21	13:11	-6.83%



Graphical display of several data sets

- Service Levels (Calls meeting Service Levels)
- Handle Times (Avg Talk Time, Work Time, Handle Time)
- Call Volume (Presented, Handled, Abandoned)

[LINK: ACD - Combined Report](#)

Hourly Call Stats Report:

Daily/Hourly Call Stats Report

Updated to 3/25/14

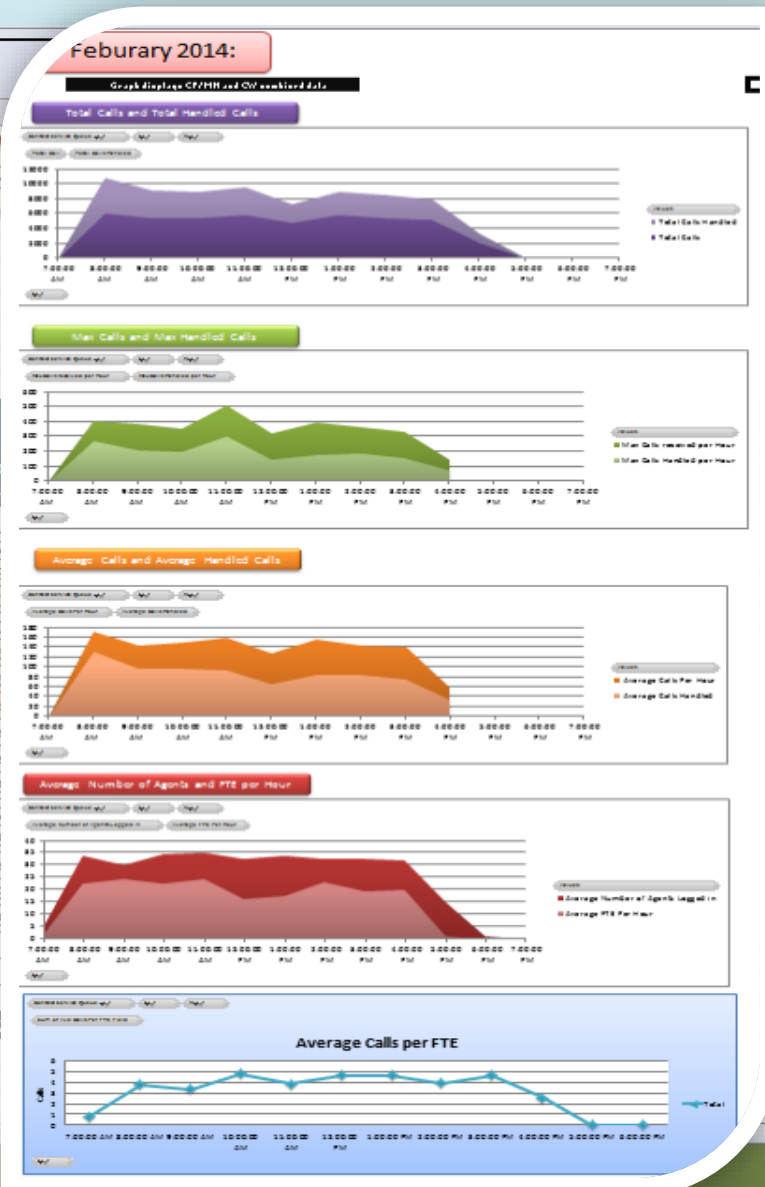
Source: ACD Reports Tool: Hourly Call Stats

Select CSQ: (Multiple Items)

Select Month: 2014 February

Program and Date/Hour:	Total Calls	Average d Calls Per
7:00:00 AM	53	
8:00:00 AM	6,147	1
2/3/2014	461	2
2/4/2014	431	2
2/5/2014	415	2
2/6/2014	334	1
2/27/2014	330	1
2/28/2014	282	1
9:00:00 AM	5,448	1
10:00:00 AM	5,468	1
11:00:00 AM	5,962	1
12:00:00 PM	4,855	1
1:00:00 PM	5,861	1
2:00:00 PM	5,463	1
3:00:00 PM	5,155	1
4:00:00 PM	2,157	
5:00:00 PM		
6:00:00 PM		
7:00:00 PM		
Grand Total	46,569	1

Overview Graphs 022014 Graphs Info Info2



The Hourly Call Stats presents combined call data for the CF/MN and CW Call Service Queue separated by the hour.

Total Calls

- Average Calls Per Hour
- Peak Calls Per Hour
- Total Handled calls
 - Average Calls Handled
 - Peak Calls Handled
- Percent of Calls Handled
- Average Agents Logged In
- Average FTE's Per Hour
- Average Calls Per FTE Field



Activity Code Report:

ACD Activity Code Report: Operational View

PM	(Multiple Items)		
District	(Multiple Items)		
Activity Code	Activity Code Counts	Average Handle Time	% of Total
210 Information and Referrals	6536	0:09:35	21.20%
9QCC	126	0:08:15	0.41%
Esperanza Aguilar	42	0:10:47	0.14%
CalFRESH English	5	0:07:13	0.02%
CalFRESH Spanish	5	0:10:29	0.02%
Medi-Cal English	9	0:11:01	0.03%
Medi-Cal Spanish	23	0:11:31	0.07%
Sandra Ramirez	31	0:07:43	0.10%
Thai Her	40	0:06:37	0.13%
Veronica Flores	13	0:06:23	0.04%
9QDD	193	0:10:15	0.63%
9QGG	160	0:08:55	0.52%
9QHH	403	0:08:42	1.31%
9QII	754	0:10:05	2.45%
9QLL	333	0:10:36	1.08%
9QSS	409	0:08:24	1.33%
9QTT	1298	0:08:36	4.21%
9QUU	323	0:10:22	1.05%
9QWW	551	0:11:57	1.79%
INAA	1	0:12:51	0.00%
UQEE	207	0:06:17	0.67%
UQFF	379	0:08:45	1.23%
UQMM	187	0:12:50	0.61%
UQNN	173	0:09:25	0.56%
UQQQ	246	0:07:03	0.80%
UQRR	324	0:12:47	1.05%
UQVV	469	0:09:32	1.52%
240 Inquire Due to Medi-Cal Coverage	3255	0:14:45	10.56%
640 Information and Referrals	2112	0:12:11	6.85%
220 Inquire About a NOA or Form	2096	0:12:41	6.80%
100 Activity Report Inquiry	1880	0:12:18	6.10%

Choose a PM:

- Click here to filter by "PM" or "Select All" to see the overall numbers.

Activity Codes

- The initial view is the Total Activity Code count sorted by % of Total (last Column).
- Double click the Activity Code to drill down to the next selection.

Call Queue Total

- Call Queue Total shows the total number of Activity Codes by each Call Queue. Double click to see the count separated by language.
- Double click the corresponding Activity Code row to close the expanded view.

To Close large groups at once, right click on the field you want to minimize and select "Collapse Entire Field". You can also use this to open fields by choosing "Expand Entire Field".

Activity Code Report: September

Top 10 Activity Codes by Percentage:

Activity Code	Activity Code Counts	Average Handle Time	% of Total
210 Information and Referrals	6536	0:09:35	21.20%
240 Inquire Due to Medi-Cal Coverage	3255	0:14:45	10.56%
640 Information and Referrals	2112	0:12:11	6.85%
220 Inquire About a NOA or Form	2096	0:12:41	6.80%
100 Activity Report Inquiry	1880	0:12:18	6.10%
130 Appointments	1637	0:10:52	5.31%
150 Document Received Verify	1278	0:13:31	4.15%
230 Inquire Due to Benefit Change	937	0:14:30	3.04%
160 EBT Card Issue	827	0:11:36	2.68%
110 Address Phone Number Change	740	0:13:31	2.40%

ACA Codes:

100-290: CalFresh, Medi-Cal & CalWORKS

500-640: Intake Missed Appt

800-824: ACA

- 30,825 Activity Codes Captured
 - ACD Reporting Tool Recorded 30,821 Handled Calls. 9 Calls were unaccounted for.
 - Of the 9 Calls unaccounted for 5 were from SSPS Kou Xiong made in the discontinued Hmong queue and were not included in the call count as they did not have an attached Activity Code.
 - The system did not record the remaining 4 calls.
- Activity Codes captured in the MN English queue decreased by -19% with 7,999 codes recorded compared to January.
- Activity Codes captured in the CF English queue decreased by -11% with 8,535 codes recorded compared to January.
- Activity Codes captured in the CalWORKs English queue decreased by -16% with 5,484 codes recorded compared to January.

Daily/Weekly/Monthly Unit and Agents Call Stats:

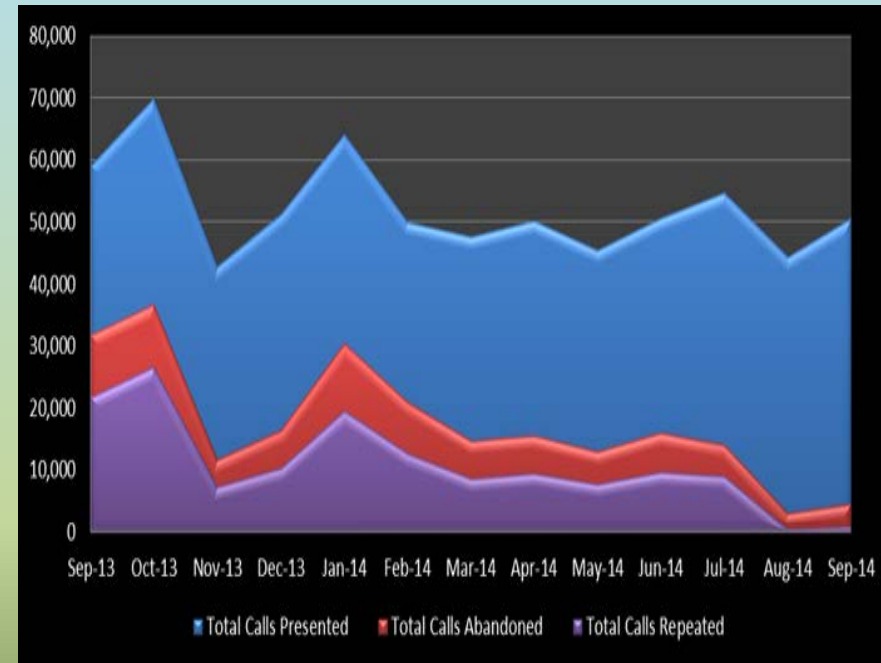
UNIT	AGENTS	TEAM TOTAL LOGGED IN TIME	AVERAGE CALLS PER HOUR BY TEAM	CALLS HANDLED	DIFFERENCE OF CALLS HANDLED	TEAM CALLS UNANSWERED	HANDLE RATIO	AVERAGE HANDLE TIME	DIFFERENCE FROM AVERAGE HANDLE TIME
9QCC	5	27:16:45	3.63	99	(0.57)	1	99.00%	00:16:16	(00:01:41)
9QDD	8	16:12:46	3.70	60	(39.57)	0	100.00%	00:15:19	(00:00:44)
9QGG	10	38:23:59	3.99	153	53.43	0	100.00%	00:14:24	00:00:10
9QHH	8	21:11:08	4.11	87	(12.57)	0	100.00%	00:13:44	00:00:50
9QII	5	10:14:33	4.89	50	(49.57)	0	100.00%	00:12:07	00:02:27
9QLL	10	18:52:09	4.40	83	(16.57)	1	98.81%	00:11:49	00:02:45

AGENT NAME	UNIT	AGENT TOTAL LOGGED IN TIME	AVERAGE CALLS PER HOUR BY AGENT	CALLS HANDLED	DIFFERENCE OF CALLS HANDLED	AGENT CALLS UNANSWERED	HANDLE RATIO	AVERAGE HANDLE TIME	DIFFERENCE FROM AVERAGE HANDLE TIME	AVERAGE TALK TIME	DIFFERENCE FROM AVERAGE TALK TIME
Esperanza Aguilar	9QCC	05:23:44	4.27	23	8.33	0	100.00%	00:14:10	00:00:16	00:06:12	00:00:36
Katherine Malpica	9QCC	06:04:25	3.79	23	8.33	0	100.00%	00:14:32	(00:00:04)	00:05:34	00:01:14
Sandra Ramirez	9QCC	05:26:14	2.76	15	0.33	0	100.00%	00:21:41	(00:07:14)	00:08:47	(00:01:58)
Thai Her	9QCC	05:34:41	3.41	19	4.33	0	100.00%	00:17:40	(00:03:13)	00:08:32	(00:01:43)
Veronica Flores	9QCC	04:47:41	3.97	19	4.33	1	95.00%	00:15:13	(00:00:46)	00:07:51	(00:01:03)
Arturo Garcia	UQQQ	05:33:43	5.59	31	16.33	0	100.00%	00:10:04	00:04:22	00:04:33	00:02:14
Kirsten Rocha	UQQQ	05:41:10	4.40	25	10.33	0	100.00%	00:13:24	00:01:02	00:07:38	(00:00:49)
Lyndon Vang	UQQQ	04:18:07	4.19	18	3.33	0	100.00%	00:13:25	00:01:02	00:08:23	(00:01:34)
Nathaniel Parsons	UQQQ	04:18:36	5.35	23	8.33	0	100.00%	00:11:17	00:03:09	00:07:56	(00:01:07)
Sylvia Baiz	UQQQ	06:33:49	8.24	54	39.33	0	100.00%	00:07:20	00:07:06	00:04:14	00:02:33
Juan Hernandez	UQRR	04:04:21	1.48	6	(8.67)	2	75.00%	00:40:57	(00:26:30)	00:08:44	(00:01:55)
Kay Vang	UQRR	04:12:47	3.81	16	1.33	0	100.00%	00:15:50	(00:01:23)	00:08:09	(00:01:20)
Patricia Hernandez	UQRR	04:34:47	4.60	21	6.33	0	100.00%	00:12:53	00:01:33	00:06:53	(00:00:05)
Gabriella Saunders	UQVV	03:57:22	5.06	20	5.33	2	90.91%	00:10:48	00:03:38	00:05:34	00:01:14
Guadalupe Trevino	UQVV	05:48:29	3.45	20	5.33	0	100.00%	00:16:25	(00:01:58)	00:08:17	(00:01:28)
Maria I Torres	UQVV	05:13:23	1.34	7	(7.67)	0	100.00%	00:44:53	(00:30:26)	00:07:35	(00:00:46)
Mytrail Carter	UQVV	02:05:32	5.76	12	(2.67)	0	100.00%	00:10:32	00:03:54	00:03:37	00:03:10
Pao L. Vang	UQVV	05:40:11	3.53	20	5.33	1	95.24%	00:16:46	(00:02:19)	00:11:26	(00:04:38)
Tanea Green	UQVV	06:30:46	4.31	28	13.33	0	100.00%	00:14:01	00:00:26	00:05:47	00:01:01
1394 Total Calls Handled				15			Total Avg Handle Time:	00:14:27	Total Avg Talk Time:	00:06:48	Total Avg Adjusted Work Time:
				Total Avg Calls Answered			Total Avg Handle Time in Seconds:	867	Total Avg Talk Time in Seconds:	409	Total Avg Adjusted Work Time in Seconds:

Unit and Agent Call stats enables us to track Agent performance and to identify trends.

Call Abandonment Summary Report

Date:	Aug-14	Sept-14	% Difference
Total Calls Presented*	44,490	50,711	13.98%
Abandoned	3,077	4,614	49.95%
Abandoned (% of Total)	6.92%	9.10%	31.56%
Repeats	553	894	61.66%
Repeats (% of Total)	1.24%	1.76%	41.83%
Repeats (% of Abandoned)	17.97%	19.38%	7.81%
Total minus Abandoned	41,413	46,097	11.31%
Total minus Repeats	43,937	49,817	13.38%
Abandoned minus Repeats	2,524	3,720	47.39%
Abandoned minus Repeats (% of Total)	5.67%	7.34%	29.30%

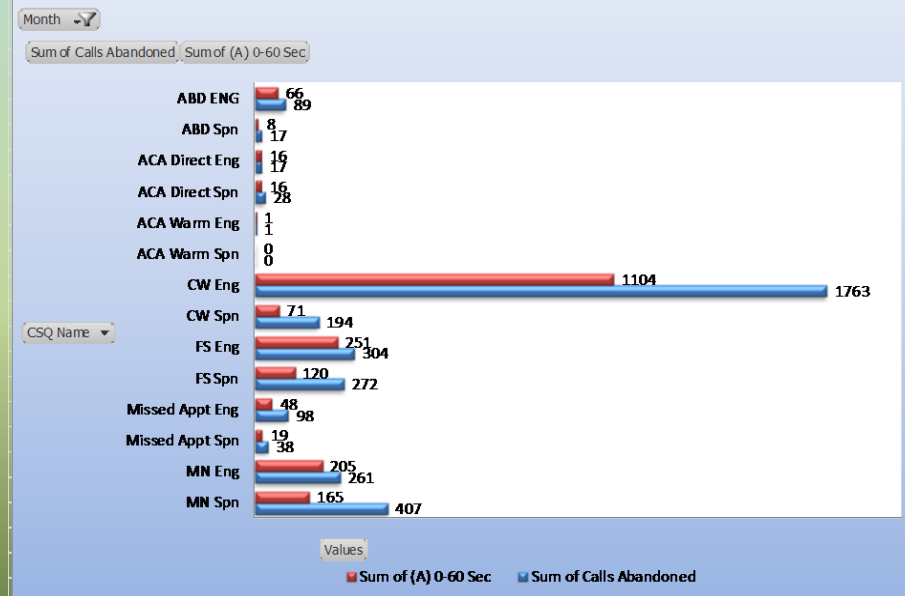
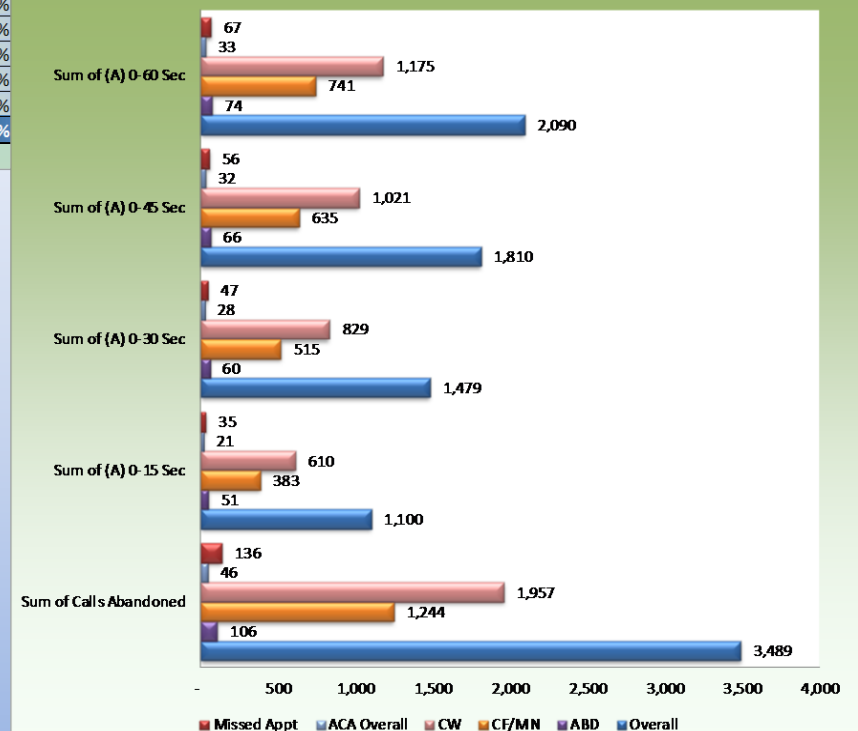


Source: <http://acdreports/>
 Selected Report Type: CallAgentCSQ

Call Abandonment Report

Month 8/1/2014

By Language	Sum of Calls Abandoned	Sum of (A) 0-15 Sec	Sum of % of Abandoned 0-15 Sec	Sum of (A) 0-30 Sec	Sum of % of Abandoned Calls 0-30 Sec	Sum of (A) 0-45 Sec	Sum of % of Abandoned Calls 0-45 Sec	Sum of (A) 0-60 Sec	Sum of % of Abandoned Calls 0-60 Sec	By Overall CSQ Groups	Sum of Calls Abandoned	Sum of (A) 0-15 Sec	Sum of % of Abandoned 0-15 Sec	Sum of (A) 0-30 Sec	Sum of % of Abandoned Calls 0-30 Sec	Sum of (A) 0-45 Sec	Sum of % of Abandoned Calls 0-45 Sec	Sum of (A) 0-60 Sec	Sum of % of Abandoned Calls 0-60 Sec
ABD Eng	89	45	50.56%	54	60.67%	58	65.17%	66	74.16%	Overall	3,489	1,100	31.53%	1,479	42.39%	1,810	51.88%	2,090	59.90%
ABD Spn	17	6	35.29%	6	35.29%	8	47.06%	8	47.06%	ABD	106	51	48.11%	60	56.60%	66	62.26%	74	69.81%
ACA Direct Eng	17	10	58.82%	14	82.35%	16	94.12%	16	94.12%	CF/MN/CW	3,201	993	31.02%	1,344	41.99%	1,656	51.73%	1,916	59.86%
ACA Direct Spn	28	10	35.71%	13	46.43%	15	53.57%	16	57.14%	CF/MN	1,244	383	30.79%	515	41.40%	635	51.05%	741	59.57%
ACA Warm Eng	1	1	100.00%	1	100.00%	1	100.00%	1	100.00%	CW	1,957	610	31.17%	829	42.36%	1,021	52.17%	1,175	60.04%
ACA Warm Spn	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	ACA Overall	46	21	45.65%	28	60.87%	32	69.57%	33	71.74%
CF Eng	304	146	48.03%	190	62.50%	220	72.37%	251	82.57%	ACA Warm	1	1	100.00%	1	100.00%	1	100.00%	1	100.00%
CF Spn	272	50	18.38%	75	27.57%	102	37.50%	120	44.12%	ACA Direct	45	20	44.44%	27	60.00%	31	68.89%	32	71.11%
CW Eng	1763	580	32.90%	791	44.87%	963	54.62%	1104	62.62%	Missed Appt	136	35	25.74%	47	34.56%	56	41.18%	67	49.26%
CW Spn	194	30	15.46%	38	19.59%	58	29.90%	71	36.60%										
Missed App Eng	98	28	28.57%	35	35.71%	40	40.82%	48	48.98%										
Missed App Spa	38	7	18.42%	12	31.58%	16	42.11%	19	50.00%										
MN Eng	261	131	50.19%	152	58.24%	188	72.03%	205	78.54%										
MN Spa	407	56	13.76%	98	24.08%	125	30.71%	165	40.54%										
Grand Total	3489	1100	31.53%	1479	42.39%	1810	51.88%	2090	59.90%										
Interval Difference:				379		331		280											



Call Center Workforce Management

Adherence: The percentage of time that agents follow their schedules. When calculating adherence, Workforce Management (WFM) considers scheduled arrival and departure times, breaks, lunches, and time spent on scheduled activities.

Conformity: The percentage of time an agent works the right amount of time regardless of the time of day when the agent works. Schedule conformity does not take arrival and departure times into account. For example, if an agent is scheduled to work from 08:00 to 16:00, but instead works from 10:00 to 18:00, his or her conformity is 100 percent but adherence is 0 percent.

Occupancy: The percent of logged-in time that an agent spends in active contact handling states (for example, on incoming calls, in wrap-up activity, or outbound calls).

Agent and Team Performance By day						
Agent Productivity						
Run By: Xiong Kou						
Agent Number	ACD ID	Date	Adherence %	Conformance %	Occupancy %	Utilization %
aparra	aparra	2014-10-01	0.0	0.0	92.1	86.6
aparra	aparra	2014-10-02	0.0	0.0	97.7	92.0
aparra	aparra	2014-10-03	0.0	0.0	91.4	89.7
aparra	aparra	2014-10-04	0.0	0.0	0.0	0.0
aparra	aparra	2014-10-05	0.0	0.0	0.0	0.0
aparra	aparra	2014-10-06	0.0	0.0	92.5	91.3
aparra	aparra	2014-10-07	0.0	0.0	93.7	93.0
Total			0.0	0.0	93.3	90.2

Call Center – Staff Information

All Department Staff are able to view Real-Time information on the current Call Center wait times by Call Skill Queue

Viewing Stacey Sandoval (internal)'s...

https://172.24.254.228:8444/cuic/permalink/PermalinkViewer.htm?viewId=F607731B10000144142A115653E7011C&linkType=dsal Certificate error dssportal Realtime Dashboard

File Edit View Favorites Tools Help

Share Browser WebEx

Fostering Media Conne... Kern County Department ... Web Slice Gallery

Page Safety Tools

Real Time CSQ

Checking report execution progress...

Auto Refresh

Call Skill Queue	Calls Waiting	Total Calls	Calls Handled	Calls Abandoned	Average Talk Duration	Average Wait Duration
ABD_ENG_CSQ	0	34	32	2	0:07:41	0:00:38
ABD_SPA_CSQ	0	2	2	0	0:08:20	0:01:12
ACA_Eng_NON_CSQ	0	8	7	1	0:06:42	0:03:41
ACA_SLA_Eng_CSQ	0	3	3	0	0:11:13	0:00:14
ACA_SLA_Spa_CSQ	0	1	1	0	0:10:47	0:00:03
ACA_Spa_NON_CSQ	0	4	1	3	0:09:19	0:13:25
CW_Eng_CSQ	1	303	264	38	0:04:23	0:04:22
CW_Spa_CSQ	0	56	47	9	0:04:22	0:06:56
FS_Eng_CSQ	3	688	624	61	0:04:56	0:02:12
FS_Spa_CSQ	6	184	128	50	0:05:27	0:12:46
MN_Eng_CSQ	1	501	470	30	0:06:07	0:02:11
MN_Spa_CSQ	4	155	122	29	0:06:18	0:13:48
Missing_App_Eng_CSQ	0	45	38	7	0:05:43	0:02:58
Missing_App_Spa_CSQ	0	15	10	5	0:08:25	0:05:16
	15	1999	1749	235		

Generated on October 7, 2014 2:20:41 PM PDT by (14 records)

Filter CSQ Name: ABD_ENG_CSQ, ABD_SPA_CSQ, ACA_Eng_NON_CSQ, ACA_SLA_Eng_CSQ, ACA_SLA_Spa_CSQ, ACA_Spa_NON_CSQ, CW_Eng_CSQ, CW_Spa_CSQ, FS_Eng_CSQ, FS_Spa_CSQ, Missing_App_Eng_CSQ, Missing_App_Spa_CSQ, MN_Eng_CSQ, MN_Spa_CSQ

MONTHLY REPORTS			CURRENT REPORT MONTH: Sep-2014						
ID	Type	Report	Analyst	Current Month Due Date	Previous Month Status	Current Month Status	Location	Link	Available in OBIEE
DR503	LTS	Analysis	AC	10/7	AVAILABLE		\\santacruz\5610\P	LINK	
DR502	LTS	Dashboard	AC	10/7	AVAILABLE		\\santacruz\5610\P	LINK	YES
DR110	Intake	Application Processing Report	NY	10/13	AVAILABLE		\\santacruz\5610\P	LINK	
DR111	Intake	Applications Received Report	NY	10/7	AVAILABLE		\\santacruz\5610\P	LINK	YES
DR112	Intake	Approved Cases in Intake Report	NY	10/7	AVAILABLE		\\santacruz\5610\P	LINK	YES
DR113	Intake	Pending and Overdue Applications Report	NY	10/1	AVAILABLE		\\santacruz\5610\P	LINK	
DR104	Intake	Summary (REFER TO AGING REPORT)	GB	10/13	HOLD		\\santacruz\5610\P	LINK	
DR210	Ongoing	Active Cases Report	NY	10/7	AVAILABLE		\\santacruz\5610\P	LINK	
DR211	Ongoing	RRR Status Report	NY	10/7	AVAILABLE		\\santacruz\5610\P	LINK	
DR410	ACD	Abandoned Calls Report	AC	10/7	AVAILABLE		\\santacruz\5610\P	LINK	
DR411	ACD	Activity Code Report	AC	10/7	AVAILABLE		\\santacruz\5610\P	LINK	
DR401	ACD	Combined Report	AC	10/7	AVAILABLE		\\santacruz\5610\P	LINK	
DR412	ACD	Repeat Calls Report	AC	10/7	AVAILABLE		\\santacruz\5610\P	LINK	
DR301	TMT	Combined Report	GB	10/15	AVAILABLE		\\santacruz\5610\P	LINK	
DR310	TMT	Task Creation Report	GB	10/15	AVAILABLE		\\santacruz\5610\P	LINK	
DR311	TMT	Tasks Completed by Call Center	NY	10/15	IN DEVELOPMENT		N/A	N/A	
DR312	TMT	TMT Allocation Report	NY	NEW	AVAILABLE		\\santacruz\5610\P	LINK	
DR602	SC	Dashboard	GB	10/17	PENDING		\\santacruz\5610\P	LINK	

ACD AGENT/UNIT STATISTICS
Daily AGENT Statistics Daily UNIT Statistics
Monthly AGENT Statistics Monthly UNIT Statistics

RESOURCES	
<u>OBIEE LOGIN</u>	<u>REPORTS OVERVIEW PPT</u>
<u>ABD Command Center Launch Reports</u>	<u>REPORTING MANUAL</u>
<u>MC Application Aging Report</u>	<u>REPORTS TRAINING</u>