

# Same-Day Processing

A Business Process  
Standardization Model



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# What is Business Process Standardization (BPS)?

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- **Streamlining our business processes to:**
  - Keep up with demand
  - Use CIV system to full capacity
  - Enhance customer service
  - Improve overall efficiency
- **Contracted with Accenture to assess 57 business processes:**
  - CalWORKs – Welfare-to-Work
  - CalFresh
  - Medi-Cal
  - Clerical
- **Pilot in October-November, 2011: two CalFresh offices**
  - Implement in 4 waves beginning Dec. 5
  - Last wave to be completed in April, 2012

# Improvements in same-day service

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- Transition to same day service delivery
  - Instant messaging, task functionality
  - Redesign lobby
  - Triage team
- Strong focus on C-IV system functionality
  - Auto assignment
  - Tasks
  - Reception Log
- Eliminate duplication by staff
  - Side systems and paper
- Standardize what works best across offices
  - Customers have same experience in every office
- Encourage customers to apply online
  - Reduce data entry by staff

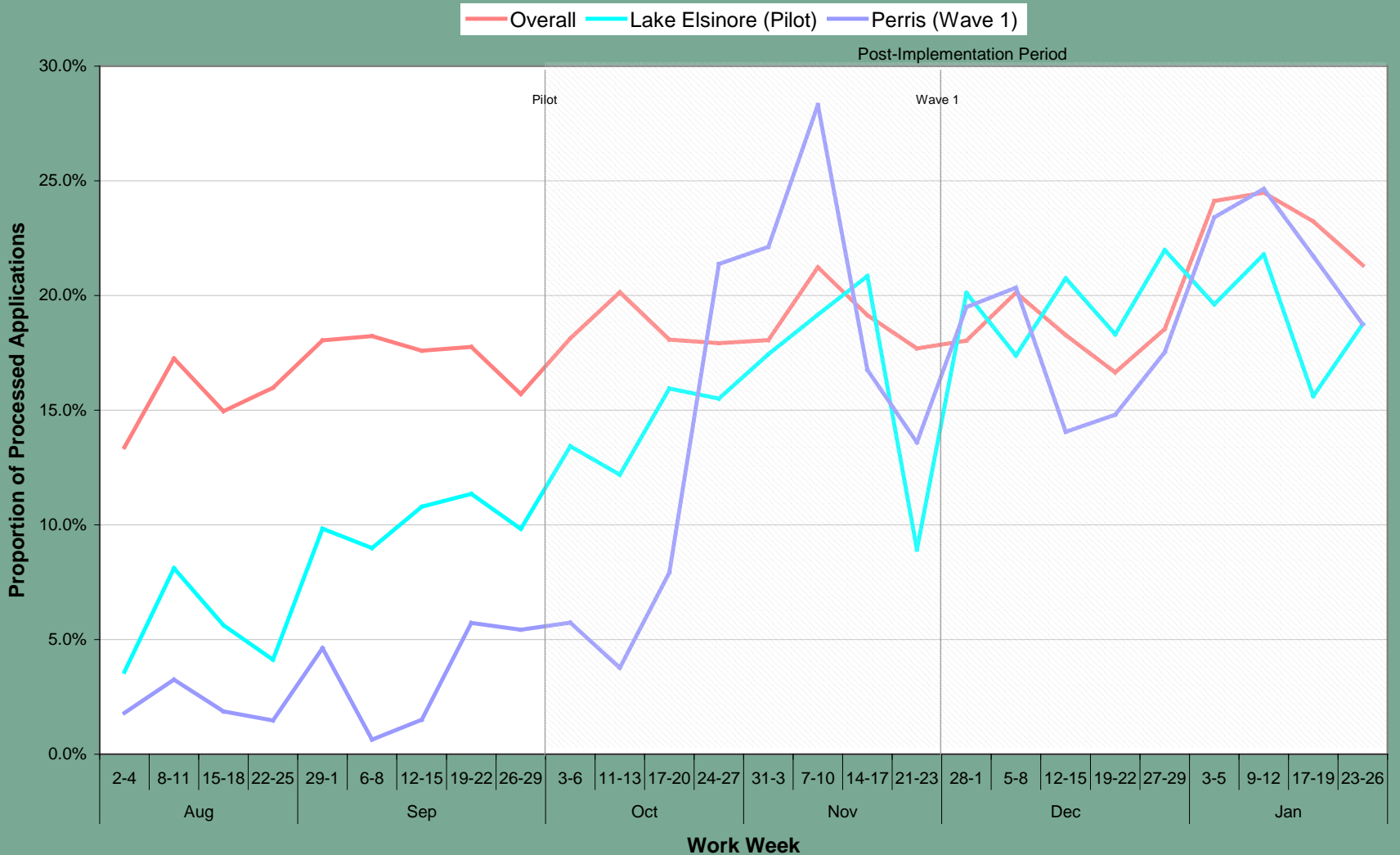
# Same-day service (continued)

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- Separate caseloads: Intake or Continuing
- Same day intake interviews
- Same day service
  - Customers walk out with benefits and answers to questions
- Streamlined EBT card processing
- Electronic “Tasking” to request clerical assistance
  - Reduce paper forms
  - Increase case information in (C-IV)

# Results: Same day processing

CalFresh: Proportion of Applications Processed on the Same Day (Weekly Average)



# Results: Staff impacts

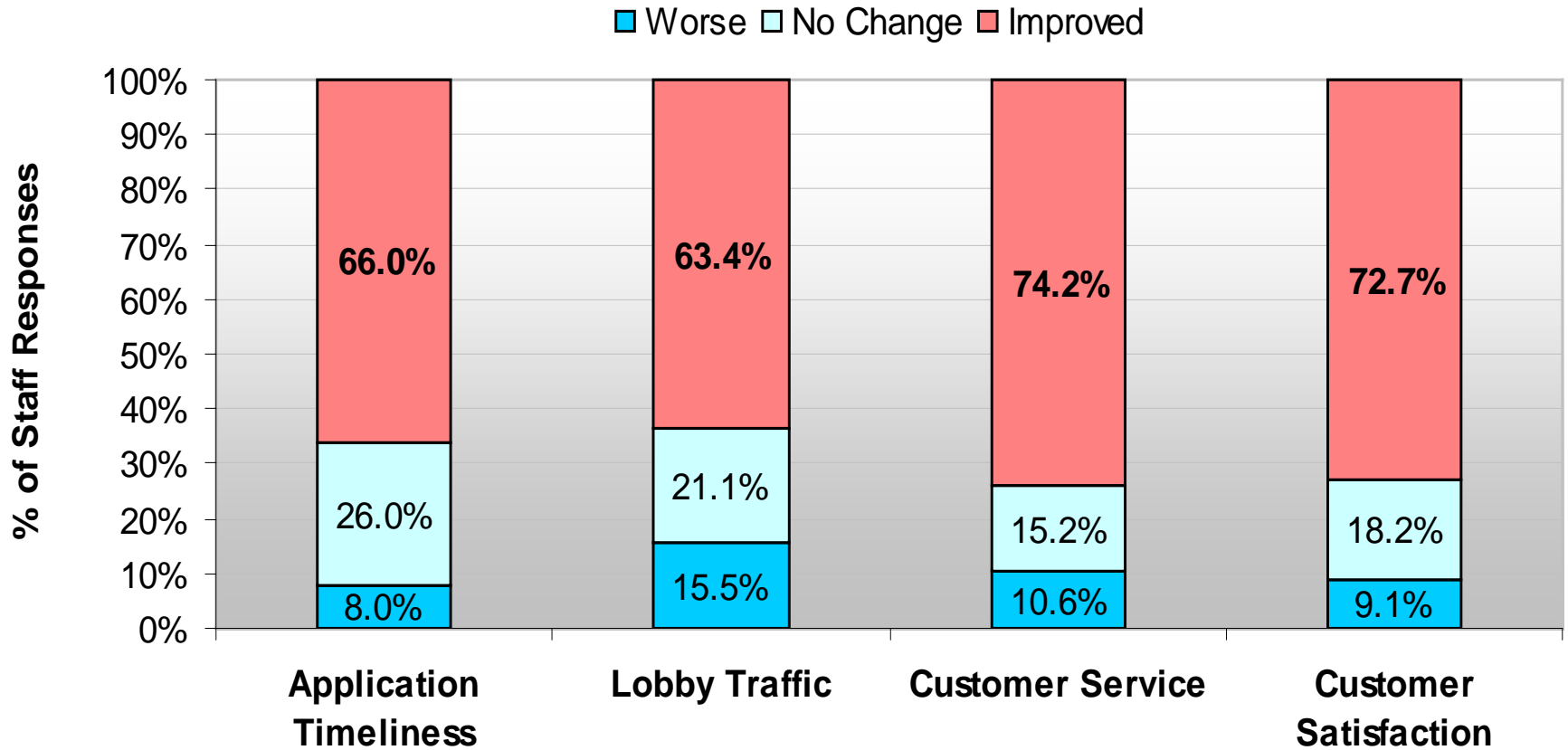
***Casework Backlog Eliminated:*** In Pilot offices, CalFresh ETs have *no backlog for the first time in three years.*

- Results in:
  - Less interruptions (Intake & Continuing)
  - Ability to process casework and QR7s (reduced pending cases)
  - Less skipped issuances of benefits
  - Benefits being released on time,
  - Reduced lobby traffic/shorter lines
    - *Lobbies are “calm”*

Same day processing =  
increased customer satisfaction

# Results: Customer impacts

## Staff Survey: Customer Impacts





# Replication: A primer

- **Take time to research and plan for change**
  - Allocate adequate resources
- **Communicate early and often**
  - Managers, supervisors, line staff.
- **Prepare for how change will impact groups of staff**
  - Clerical staff adapted more easily to the change process
  - Eligibility had more difficulty
  - Change in culture/mindset
- **Use an outside consultant**
- **Conduct daily meetings**
  - Weekly status meetings/conference calls
- **Separate caseloads** (intake/continuing) earlier rather than later
  - Allocate resources to intake process
- **Reduce/eliminate backlog**, if possible
- **Assess facility needs** before implementation.
- **Communicate with all division support units**
  - IT, Facilities, Policy, etc
- **Designate one person to release important information and changes**

# Questions?

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