



# Sacramento County Modernizing Access: Leveraging Technology for Success



*“To Improve Lives”*

Your Logo





# Every Contact Matters

Your Logo

Changes – Structure of the Service Center

Benefits of upcoming changes for external and internal customers

First Contact Resolution

Service Center technologies

# Technology

- Calabrio
  - Scheduling
  - Call Recording with Video Screen Capture
- Cisco Phone Systems (Call Routing)
- Lobby Kiosks
- LIMS
  - Application Processing Appointment and Notification System
- SMART – Service Management and Reporting Tool
- WorkForce Management
- Telephonic Signature



# Communications

## Messages to Customers

### ***You Shouldn't Have to Wait.***

- CALL
  - Dedicated staff answering the phones
  - No assigned caseworker (any worker can help)
- CLICK
  - Apply, renew and upload documents at [www.mybenefitscalwin.org](http://www.mybenefitscalwin.org)
  - Clicking online is available 24 hours a day
- COME IN
  - Most things can be resolved easily by calling or clicking
  - In-person services remain available at offices with open lobbies



**New  
Changes.**

**Faster  
Services.**

**Call  
Click  
Come in**



**SACRAMENTO  
COUNTY**  
DEPARTMENT OF HUMAN ASSISTANCE

**New  
Changes.  
Faster  
Services.**

**BEGINNING AUGUST 21**  
Immediate access to your benefits when you

 **CALL**  **CLICK** OR  **COME IN**

[www.mybenefitscalwin.org](http://www.mybenefitscalwin.org)

# Wallet Information Card

 SACRAMENTO COUNTY  
DEPARTMENT OF HUMAN ASSISTANCE

NOTE MY MENU SELECTIONS:

 CALL  
**(916) 874-3100** or  
**(209) 744-0499**

Monday - Friday, 8am - 5pm  
for immediate help over the phone!



**CLICK**

Anytime, 24/7. Apply, renew, upload documents and more at: [www.mybenefitscalwin.org](http://www.mybenefitscalwin.org)

## MyBenefits CalWIN Info

USERNAME: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_



**COME IN**

Only when necessary. Most issues can be resolved faster by phone!

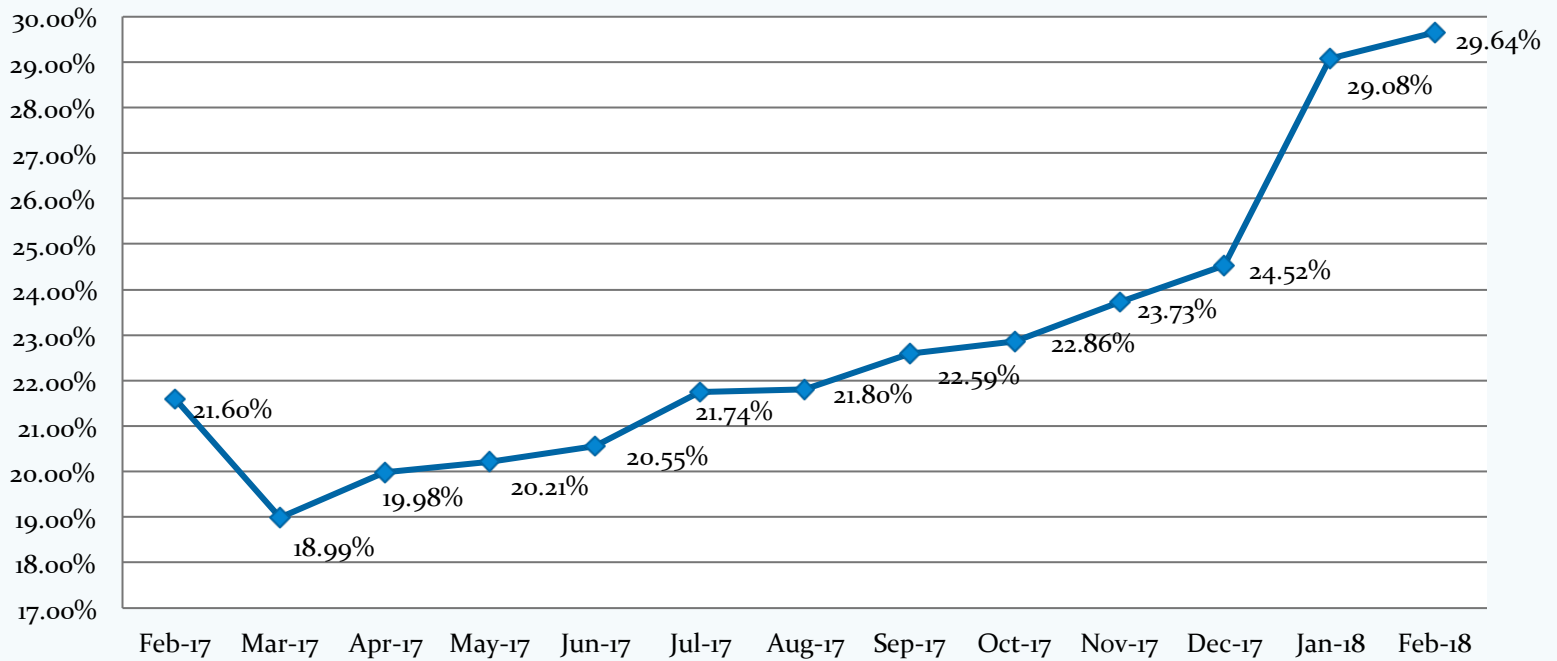


# Call

- Average Speed of Answer (ASA):
  - New CalWORKs Service Center 5 min. 21 seconds
  - Medi-Cal/CalFresh Service Center 19 seconds
  - General Info Line 51 seconds

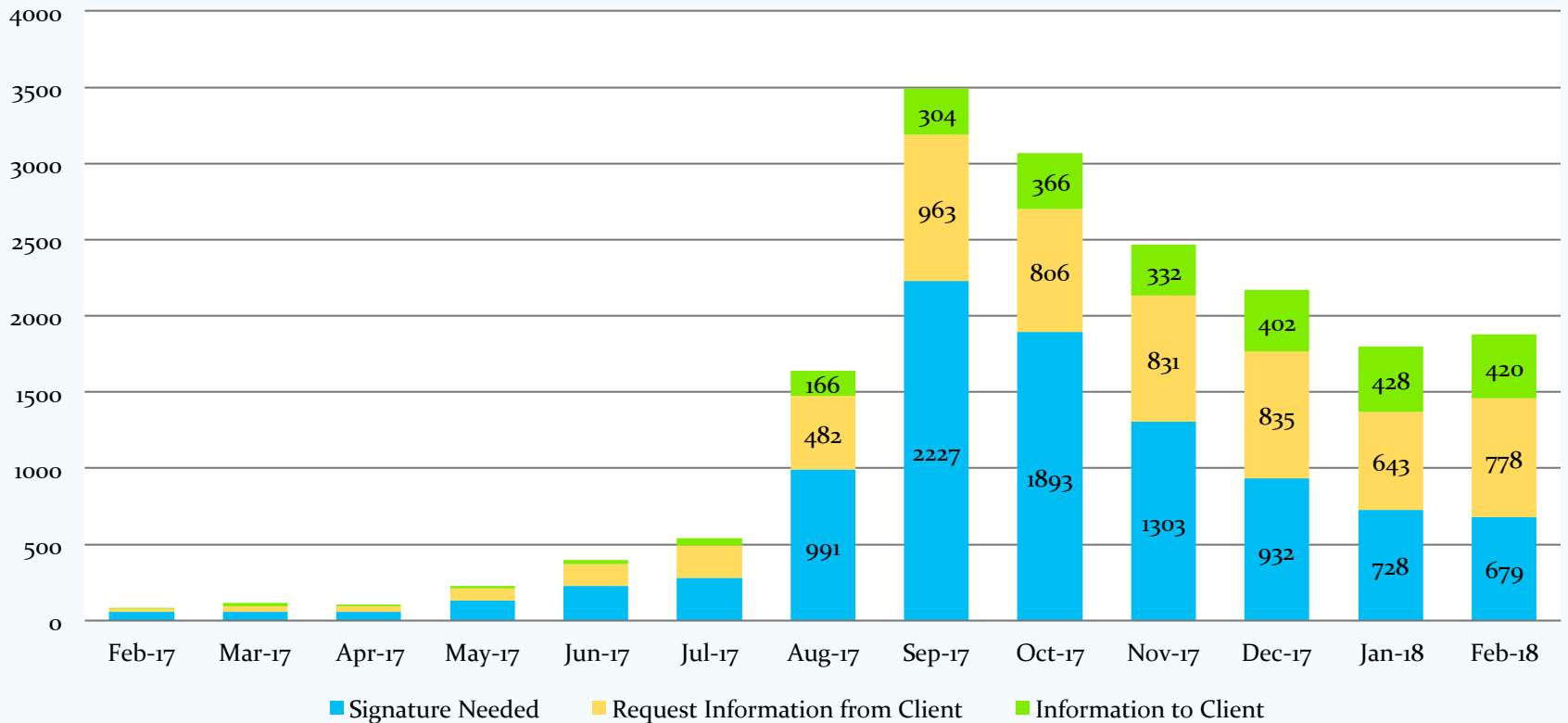
# Click

**Applications submitted via MyBCW  
Feb 2017-Feb 2018  
percentage of total**



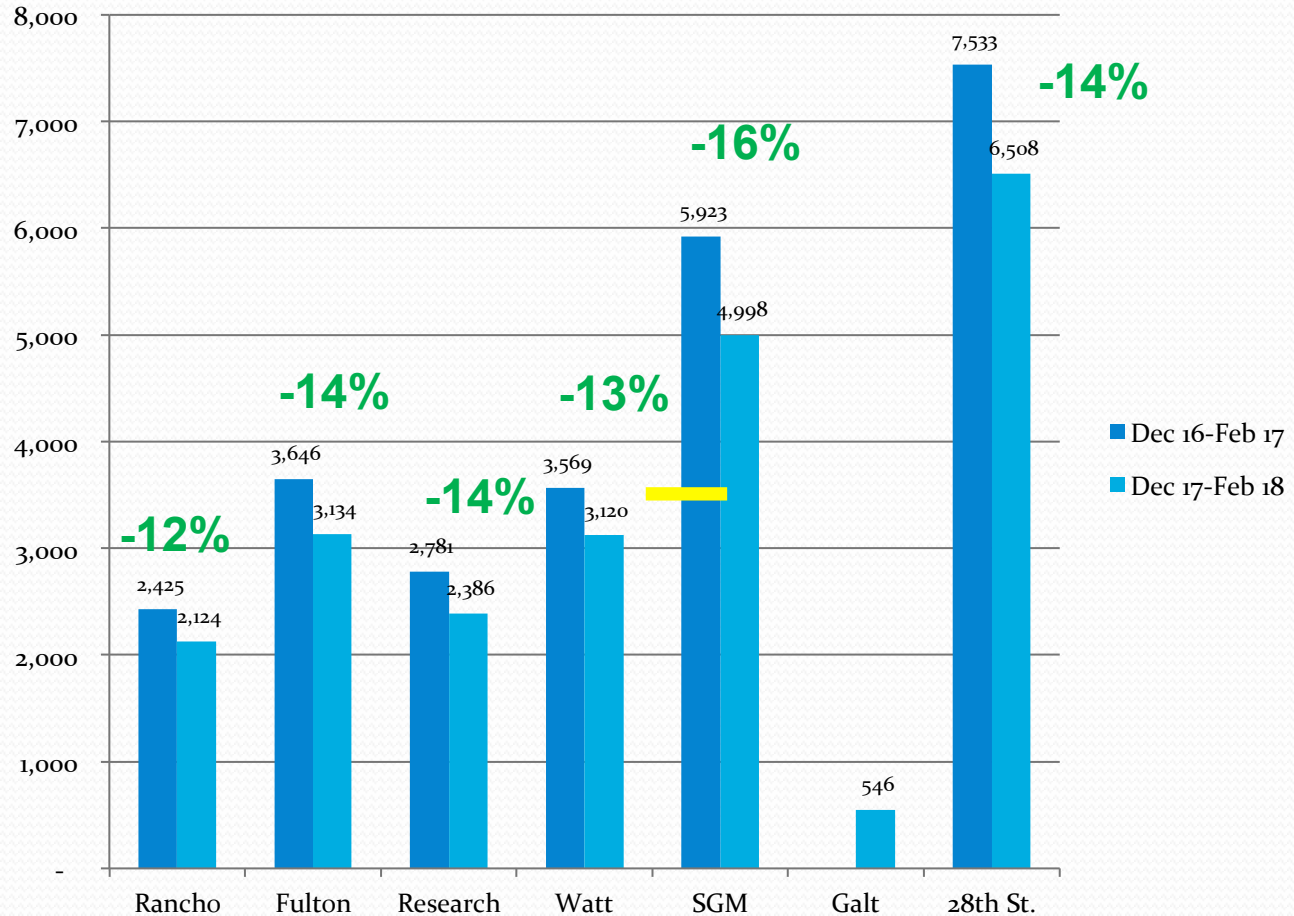
# Click

## Total Case Actions Sent, by Type



# Come in

*App/Reg Tix for Dec 16-Feb 17 vs. Dec 17-Feb 18*







Thank you!