

Answering the Call

**Providing Exemplary Customer
Service to IHSS Customers Remotely**

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Overview

- Presenting Problems
- Agreed Upon Solutions
- Implementation
- Demonstration of Systems
- Where We Are Now
- Lessons Learned
- The Future

Presenting Problems

Navigating complaints, the lack of shared case files, and low budgets.



#1 Complaint from Customers

“I can’t get a return phone call”

#1 Complaint from Workers

“I don’t have time to both do my job and return all these phone calls”

CMIPS is effective...

...but has no electronic document storage or the ability to assign tasks to staff.



Decentralized Model...

...with regional offices
handling regional cases

This works often, but when one person is out, or a case file is in a different location, it requires a lot of time and effort to answer client and provider questions

Little to zero budget...

...to institute large-scale changes

Agreed Upon Solutions

Finding answers in centralizing operations, alleviating calls to social workers, and developing new technology systems with IT.



Centralize Operations

- ✓ Adopted LA Model
- ✓ Cross trained IHSS Admin and Public Authority
- ✓ Consulted with the IHSS Advisory Committee and Worker and Provider Unions



85% of callers did not really need to speak to their social worker.

Development of a Ticketing System

- Demographics could be pulled from CMIPS for ease in creation
- Uniform verification process for callers
- Issues could be tasked to other areas of the agency: Operations, PA, Administrative Hearings, Medi-Cal, etc.
- PII sharing greatly reduced
- Information could be easily copied and pasted into CMIPS notes as the permanent record

Development of an Electronic Records System

- Utilized Microsoft SharePoint, similar to Sacramento and other counties, for ease of use and existing licenses
- Decided on a point in time model, rather than an archive and scan model
 - Allowed hard files to be sent to a centralized location for archival
- Utilized existing worker iPhones for scanning and upload
- PII in the form of hard files greatly reduced

Implementation

Improving call rates, customer service,
and case management while teleworking.



65,665 calls

At the launch of the Call Center and Ticketing System in 2018

32,262 calls

With most issues handled at first contact, the number of calls decreased in the first six months

RiversideIHSS.org

Launched March 2019

- Offers self-service options including how to contact us (hotline or through the web portal), forms, how to enroll as a provider, and resources
- Can also handle change of address and verification of employment requests
- New for the website is an out-facing ticketing portal
 - Documents can be submitted to skill groups directly with needed metadata
 - Things like canceling and rescheduling worker appointments, scheduling in-office visits, and requesting a change of assessment can be done online
 - Can also check on the status of existing tickets, whether submitted

COVID-19 Pandemic



- 100% of staff teleworking
 - Implementation of Cisco Jabber for remote work



- All offices closed to the public



- ZERO disruption in work

Electronic Files Launched July 2020...

...in the Middle of a Pandemic



- Required training for all IHSS staff and partners
 - Utilized agreed upon naming conventions for ease of location and search
- Only when staff have been trained is access granted
- Access is monitored at each level, with confidential folders for sensitive cases and information (e.g. a medical diagnosis)

Call Center Weekly Productivity Launched August 2020

- Really gave us a new way to monitor telework productivity
- Ensure that tickets were being addressed in a timely manner and that customers' needs were being met.

Cisco Call Back Solution Launched June 2021

- Avoids time spent waiting on hold
- If projected to be greater than 10 minutes, the system will call clients and providers back

Ticketing for 100% of IHSS Requests Launched July 2021

Demonstration of Systems

Ticketing

eFiles

RiversideIHSS.org

Call Center Productivity



Ticketing System - Login

The screenshot shows a web browser window with the following elements:

- Browser Tab:** Login Page - Ticketing System
- Address Bar:** Not secure | ihsshelpdesk.riversidedpss.net/Login
- Navigation Menu:** Home, Create New Ticket, Existing Tickets, Utilities, Report, Help
- Page Title:** Login Page
- Form Title:** IHSS H.O.M.E. [Helping Others Manage Efficiently]
- Form Fields:**
 - Username:
 - Password:
- Buttons:** Submit, Cancel
- Logo:** RIVERSIDE COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES
- Footer:** © 2021 - County of Riverside DPSS

The Windows taskbar at the bottom shows the date and time: Friday, August 27, 2021, 8:19 AM, 8/27/2021.

Ticketing System – Existing Tickets

The screenshot displays a web browser window with the URL `ihshelpdesk.riversidedps.net/Tickets`. The page title is "Existing Tickets" and the user is logged in as "ryuhlenk1". The interface includes a navigation bar with "Home", "Create New Ticket", "Existing Tickets", "Utilities", "Report", and "Help". Below the navigation bar, there are buttons for "Export to Excel", "Search Ticket", and "Refresh". The main content area is a table of tickets with the following columns: Ticket Id, Case/Provider#, Description, Ticket Status, Action Taken, Caller Name, Language, and Issue Type. The table contains several rows of ticket data, including details about linking providers to cases, inter-district transfers, and new provider assignments.

Ticket Id	Case/Provider#	Description	Ticket Status	Action Taken	Caller Name	Language	Issue Type
538999	2042833	[REDACTED] calling to be linked to case [REDACTED] per Tkt # 525545 PA was unable to link due to know hour s, Hours are now on the case and IP is calling back to be link as was told t o do.	New	[REDACTED]	[REDACTED]	English	- Link Provider to a Case
538998	0408866	The CL now resides in Hemet, CA. This case needs to transitioned to appropriate District Office IDT Out	New	[REDACTED]	[REDACTED]	English	- Inter-District Transfers
538997	1728485	The CL now resides in San Jacinto, CA. This case needs to transitioned to appropriate District Office IDT Out	New	[REDACTED]	[REDACTED]	English	- Inter-District Transfers
538996	1036920	(Continuing Case) SSP spoke to AR/son, Jose, on 08/24/2021. AR is requ esting to hire new provider on the case. Current provider, Guadalupe, will have to be terminated. New provider will be client's spouse, [REDACTED]. New provider has never enrolled as IP before. Please con tact AR Jose [REDACTED] for f/u on new provider (will need forms/liv e scan/orientation) and to clarify end date of current provider and start d ate of new provider.	New	[REDACTED]	[REDACTED]	Spanish	- New Provider or Change Provider
538995	2014676	Please link client's mother [REDACTED] provider #: 002281491 to client's case as approved parent provider. Mother [REDACTED] is app roved IHSS provider. Please open up timesheet for her from 4/14/21 to pr esent. Thank you	New	[REDACTED]	[REDACTED]	English	- Link Provider to a Case
538994	2044694	Intake approved; provider documents left with provider (to return to the c ounty); Please follow up with IP.	New	[REDACTED]	[REDACTED]	English	- Link Provider to a Case
538993	2041950	Please link client's son [REDACTED] DOB [REDACTED] as 2nd p rovider on client's case. New provider file created on Sharepoint under file [REDACTED]. Provider enrollment and ID uploaded to Sharepoint fil e. Thank you	New	[REDACTED]	[REDACTED]	English	- Link Provider to a Case
538992	0603210	IP JUMIL BARRIOS 0603210 called regarding a ch... STEPHAN BAWLAW ZAM...	New	[REDACTED]	[REDACTED]	English	- Termination of the IHSS Client

Ticketing System – Creating a Ticket

Create Ticket - Ticketing System

Not secure | ihshelpdesk.riversidedps.net/Tickets/Index/New

Home Create New Ticket Existing Tickets Utilities Report Help

Sign in

IHSS H.O.M.E.

Create New Ticket

Welcome ryuhlenk! Logout

CALLER INFO

Caller Type: * Recipient Provider AR Other

Case/Provider Number:

First Name: *

Last Name: * Priority

MI:

SSN:

Phone: *

Gender:

Language:

Street:

City:

State:

Zip Code:

TICKET DETAILS


Status:

Description: *

Action Taken:

IHSS e-Files – Client File Library

BROWSE SHARE FOLLOW 🔍

 **IHSS eFiles**
Recipients

Search this site

Provider

Recipients

Admin Files

Recent

Site contents

+ New ↑ Upload ↻ Sync 🔗 Share More ▼

All Documents Folder Sort Recipient Sort ⋮

✓	Name	Created	Created By
	0015124 ...	March 2	<input type="checkbox"/> Dancy, Jessica
	0016762 ...	December 18, 2020	<input type="checkbox"/> Flores, Rosina
	0016966 ...	March 23	<input type="checkbox"/> Garibay, Jose Alberto
	0018652 ...	February 8	<input type="checkbox"/> Romero, Sara
	0020830 ...	February 2	<input type="checkbox"/> White, Yvette
	0022362 ...	December 30, 2020	<input type="checkbox"/> Williams, Sharon
	0024008 ...	October 13, 2020	<input type="checkbox"/> Vanegas, Noelia
	0025673 ...	January 28	<input type="checkbox"/> Graves, Candice
	0026030 ...	January 13	<input type="checkbox"/> Carrillo, Dianna
	0026381 ...	November 28, 2020	<input type="checkbox"/> France, Tereasa
	0026850 ...	October 6, 2020	<input type="checkbox"/> Garibay, Jose Alberto
	0027273 ...	January 20	<input type="checkbox"/> Lopez, Athena
	0027670 ...	January 14	<input type="checkbox"/> Vargas, Ana H
	0027770 ...	April 22	<input type="checkbox"/> Valent, Melissa
	0027785 ...	June 3	<input type="checkbox"/> Ong, Alyssa
	0027963 ...	April 2	<input type="checkbox"/> Brownlee, Jason

IHSS e-Files – Client Folder

RIVERSIDE COUNTY
DEPARTMENT OF PUBLIC SOCIAL SERVICES

IHSS eFiles

Recipients › 0015124

SEARCH this site

Provider

Recipients

Admin Files

Recent

Site contents

➕ New ⬆️ Upload ↻ Sync ➦ Share More ▾

All Documents Folder Sort Recipient Sort ... Find a file

✓	Name	Created	Created By
	20200817 RV Packet	... March 2	<input type="checkbox"/> Dancy, Jessica
	20210623 Provider Enrollment	... July 6	<input type="checkbox"/> Velazquez, Oscar
	20210624 SOC 2307 (KG)	... July 23	<input type="checkbox"/> Berriman, Janet E

Drag files here to upload



Welcome to the Riverside County In-Home Supportive Services

Please access Riverside County specific IHSS support for clients and providers using the links below.

Click [here](#) for information on reporting elder abuse.

IHSS Caregiver COVID-19 Vaccination Information ([English](#), [Español](#))

Please be advised the Lake Elsinore office located at 1400 W. Minthorn is closed until further notice.



Apply

Apply for In-Home Supportive Services



Contact

Contact IHSS Staff



Provider Enrollment

Sign-up to be an IHSS provider



Survey

Send us your IHSS feedback



Electronic Services Portal

Electronic Timesheets and Electronic Visit Verification



Forms & Resources

Download Commonly Used IHSS Forms



Department of Justice and Employment Verifications

Check your status



COVID-19 Guidance and Resources

Call Centers – Weekly Workload Report

IN-HOME SUPPORTIVE SERVICES HOME AGENT CALLS HANDLED WEEKLY								
AGENT NAME	CALLS HANDLED	WEIGHT	ADJUST WEIGHT	TOTAL (230=100%)	AVERAGE	WEEKLY DEVIATION	AVERAGE DEVIATION	COMMENTS IF WEIGHT IS OTHER THAN 1.0 (e.g. Processing Emails, Training, Vacation, Leave, etc.)
1	219	0.9	243	106%	264	-21	21	IHSS HOME 4.5 Days
2	116	0.6	193	84%	213	-20	-29	IHSS HOME 3 Days
3	157	0.5	314	137%	322	-8	92	IHSS HOME 2.5 Days
4	103	0.6	172	75%	167	5	-50	IHSS HOME 3 Days
5	121	0.7	173	75%	164	9	-49	IHSS HOME 3.5 Days
6	122	0.6	203	88%	206	-2	-19	IHSS HOME 3 Days
7	127	0.6	212	92%	178	33	-10	IHSS HOME 3 Days
8	113	0.6	188	82%	221	-33	-34	IHSS HOME 3 Days
9	96	0.8	120	52%	143	-23	-102	IHSS HOME 4 Days
10	364	0.9	404	176%	357	48	182	IHSS HOME 4.5 Days
11	202	0.8	253	110%	261	-9	31	IHSS HOME 4 Days
12	148	0.5	296	129%	307	-11	74	IHSS HOME 2.5 Days
13	121	0.5	242	105%	246	-4	20	IHSS HOME 2.5 Days
14	146	0.8	183	79%	214	-32	-40	IHSS HOME 4 Days
15								
16	126	1	126	55%	154	-28	-96	
17					90	-90	-222	
18								
19					263	-263	-222	
20	57	0.3	190	83%	201	-11	-32	IHSS HOME 1.5 Days
21	159	0.8	199	86%	211	-12	-23	IHSS HOME 4 Days
22	216	0.9	240	104%	236	4	18	IHSS HOME 4.5 Days
23	120	0.6	200	87%	183	17	-22	IHSS HOME 3 Days
24	45	0.2	225	98%	230	-5	3	IHSS HOME 1 Day
25	176	0.9	196	85%	171	25	-26	IHSS HOME 4.5 Days
26					268	-268	-222	
27	166	0.7	237	103%	233	4	15	IHSS HOME 3.5 Days
28	272	0.8	340	148%	300	40	118	IHSS HOME 4 Days
29	193	1	193	84%	185	8	-29	
30	199	0.8	249	108%	230	18	27	IHSS HOME 4 Days
31	102	0.5	204	89%	177	27	-18	IHSS HOME 2.5 Days
	3986	17.9	223	97%	222	-21	-22	TOTALS
	TOTAL	WORKFORCE	AVERAGE	OF MAX	RUNNING	FOR WEEK	OVER ALL	

Call Centers – Monthly Data Report

Month	In-Home Supportive Services HOME Call Center				
	Offered	Not Routed	(R) Abandoned	(R) Answered	All Answered
July '21	32,715	30.22%	10.43%	89.57%	62.50%
Average	38,830	25.30%	21.15%	79.35%	59.14%
Deviation	-6,115	4.92%	-10.72%	10.22%	3.36%

Where We Are Now

Data - Reassessment Visit compliance rate
Call Center volume and answer rates
Productivity rates (for all Call Centers)
Customer service audit/script
Basic Cisco stats
Call handling time
Call wait time
E-Files upload numbers
In office appointments/walk-in numbers



Lessons Learned

Positive feedback, expanded collaboration,
and plans for continued innovation.



Overall Positive Feedback

- Moving in this direction pre-pandemic allowed us to meet 100% of client needs through COVID-19 restrictions
- Staff feedback has been largely positive. The biggest push-back has been the training of new systems involved
 - A lot of time on the why
 - Delayed some of the rollouts due to staff feedback
- Public feedback has been very positive
 - It was good to bring our partners in early for their feedback/concerns

Success in Collaborating

- Learn what you can from other counties/organizations in a similar position
- Wish we had considered the maintenance of effort more with these systems
 - For example, IHSS e-Files takes daily monitoring and reconciliation with so many independent users
 - This is less than the requirements for hard files, but still a consideration

Continued Innovation

- Don't let a lack of budget or resources stop you from innovating
- Communication has been key – we still meet with all staff bi-weekly for what's working well, what are any challenges, what is our plan to meet or remedy those challenges
 - Two-hour meeting 1x per month for all Call Center workers to meet and collaborate
- We are going to continue with these innovations

The Future!

Adobe Sign

Online Auditing Tool

Consolidated Mail Center

A dark blue silhouette of a person's head and shoulders, wearing a headset with a microphone. The person is facing right. The background is a gradient from dark blue on the left to light blue on the right.

**Thank
you for
calling...**