



VIDEO INTERVIEWING

**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



Agreement

- **COMMON GOAL:** Increase access to care for pregnant women, children, seniors, families, homeless and vulnerable adults



RETURN ON INVESTMENT

CONFIDENTIALITY

**COUNTY/COMMUNITY
PARTNERSHIP**

SECURITY

**MONITORING &
CONTROL**

Human Services Specialist at Video Conferencing Workstation



Dual Monitors



Client Interviews



Equipment





Client Service Time

Situation	Pre-Pilot	Post-Pilot
No Show Rate	33%	5%*
Same Day Approvals	Unknown	94%*



Increased Efficiency

Situation	Pre-Pilot	Post-Pilot
Previous Miles Travelled Annually	9,000	0
Previous Travel Time	15,000	0



Outcome

- Eliminated transportation barriers
- Increased efficiency
- Increased access
 - Pregnant women and children
 - Seniors
 - Homeless
 - Battered Women Shelters
 - Migrant Farmworkers
 - Special Language Needs

Recognition



HARVARD Kennedy School

ASH CENTER

for Democratic Governance
and Innovation

FNS | **USDA**
Food & Nutrition Service



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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COUNTY OF SAN DIEGO



HHSA

HEALTH AND HUMAN SERVICES AGENCY

Thank You