Tulare County Call Center

- Call Center 2007
  - Task Based
  - Non Cash Programs
  - 34 phone agents
- Service Center Expansion 2012
  - Task Based
  - CalFresh, Medi-Cal, and CalWORKs
  - 75-80 phone agents

Tulare County Call Center

- Key goals
  - Answer 80% of calls within 20 seconds, abandonment rate <3%
  - Schedule Adherence
  - First Contact Resolution “FCR”
  - Maintain “Work” mode to < 20% of total logged in time and “Not Ready” < 5%

Case Maintenance Objective

- Improve customer service
- Reduce wait time
- Increase productivity
- Maintain Service Level
- Reduction in lobby traffic
- Reduce burnout of staff

Case Maintenance Referred Tasks

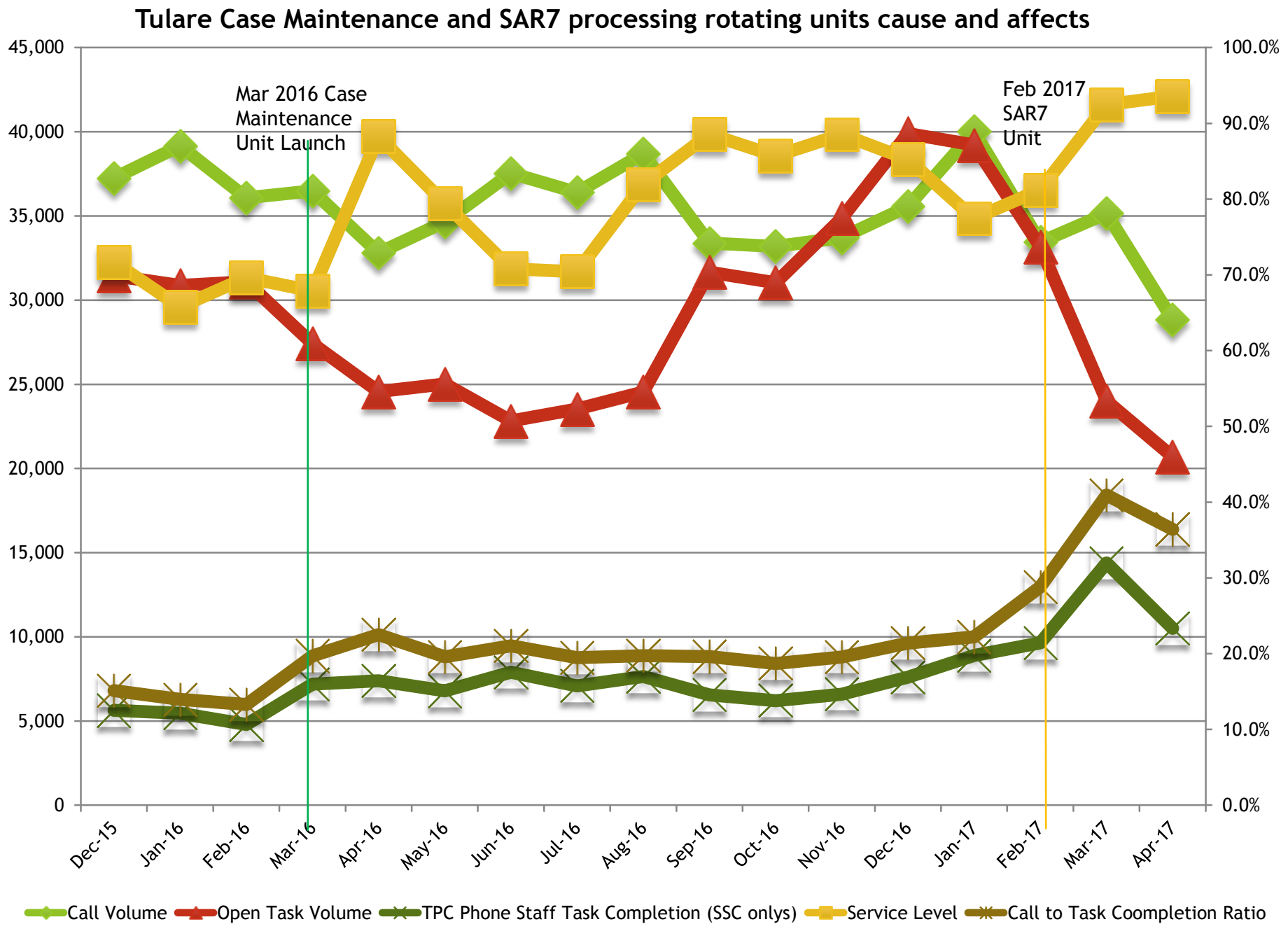
- Unprocessed SAR7 with income or changes reported
- Household composition change
- OP/OI case review
- TOA review
- Exemption review affecting current benefits
- Conflict with transitioned cases
- Required Contact with another County or State
- Express Lane/MAGI determinations

SAR 7 Unit Objective

- Improve customer service by processing SAR 7 timely
- Increase productivity
- Maintain Consistent Service Level
- Reduction in lobby traffic/phone calls

TPC CM and SAR7 Unit Metrics

Month	Call Volume	Service Level	Open Task Volume	TPC Phone Staff Task Completion (SSC only)	Call to Task Completion Ratio	SAR7s Entered	SAR7s Completed
Dec-15	37,253	71.7%	31449	5633	15.1%	4260	3863
Jan-16	39,162	65.8%	30872	5466	14.0%	3879	4133
Feb-16	36,073	69.6%	31090	4791	13.3%	3640	3932
Mar-16	36,490	67.9%	27420	7185	19.7%	3560	3785
Apr-16	32,808	88.3%	24562	7386	22.5%	3636	3866
May-16	34,657	79.4%	25025	6788	19.6%	4069	3867
Jun-16	37,538	70.8%	22821	7896	21.0%	4240	4445
Jul-16	36,393	70.4%	23529	7085	19.5%	3495	3705
Aug-16	38,704	82.0%	24544	7640	19.7%	3629	3746
Sep-16	33,386	88.6%	31661	6546	19.6%	3344	3174
Oct-16	33,191	85.7%	31030	6207	18.7%	3407	3355
Nov-16	33,706	88.5%	34862	6595	19.6%	3848	3463
Dec-16	35,564	85.3%	39896	7609	21.4%	4396	4298
Jan-17	40,019	77.4%	39217	8889	22.2%	4548	4394
Feb-17	33,438	81.2%	33158	9634	28.8%	3899	4617
Mar-17	35,151	92.5%	24005	14388	40.9%	3912	4330
Apr-17	28,839	93.6%	20694	10502	36.4%	3920	3798


Tulare Case Maintenance and SAR7 processing rotating units cause and affects
45,000
40,000
35,000
30,000
25,000
20,000
15,000
10,000
5,000
0
100.0%
90.0%
80.0%
70.0%
60.0%
50.0%
40.0%
30.0%
20.0%
10.0%
0.0%
Mar 2016 Case Maintenance Unit Launch
Feb 2017 SAR7 Unit
Dec-15
Jan-16
Feb-16
Mar-16
Apr-16
May-16
Jun-16
Jul-16
Aug-16
Sep-16
Oct-16
Nov-16
Dec-16
Jan-17
Feb-17
Mar-17
Apr-17
Call Volume
Open Task Volume
TPC Phone Staff Task Completion (SSC onlys)
Service Level
Call to Task Coompletion Ratio

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