Medi-CalFresh Service Center Overview

- East Commerce
Our Services:

Application Processing
1725 28th Street
Open Lobby

- Medi-CalFresh
  - Face to Face Interviews
  - Telephone Interviews
  - Inbound Phone Calls
  - Tasks – Application Follow Up
- General Assistance – (cash paid assistance for single adults)
  - Face to Face Interviews
  - Tasks – Application Follow Up
  - RRR processing
  - Outbound Phone Calls

Case Maintenance / Affordable Care Act
4450 E. Commerce Way
Closed Lobby

- Medi-CalFresh
  - Case Maintenance
    - Inbound Phone Calls
    - RRR Processing
    - CF RRR Interviews – Outbound Telephone
    - Tasks – Case Maintenance & Renewals
- Affordable Care Act
  - Application Processing
  - Inbound Phone Calls
  - Tasks – Application Follow Up
Medi-CalFresh Service Center Overview

- East Commerce Staff
  - 2 Program Managers
  - 7 ASOs (ACD & Facilities)
  - 41 Supervisors/4 CRTs
  - 309 Eligibility Specialists
  - 13/2 Office Assistants/SOA

L800
Melissa Glover

LR00
Carmen Briscoe
Current Caseload Information

<table>
<thead>
<tr>
<th>MA/CF Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medi-Cal : 191,907</td>
</tr>
<tr>
<td>CalFresh : 11,426</td>
</tr>
</tbody>
</table>

**Total: 203,351**

**Total Eligibility Staff: 309**

*updated 5/22/19 and includes ICT*

**Ratio: 658 cases per worker**
Blue Group - Case Maintenance

Overview:

- 205 Blue Group Eligibility Specialists
- Incoming calls for case maintenance
- Complete tasks associated with case maintenance
- Complete Medi-Cal and CalFresh Renewals
- Incoming / Outgoing ICTs (Inter County Transfers)
- 3 language lines – English, Russian & Spanish
Orange Group-CalFresh RRR’s

Overview:

- 72 Orange Group Eligibility Specialists
- Conduct phone interviews for CalFresh Renewals
- Complete tasks associated with case maintenance
- Complete Medi-Cal and CalFresh Renewals
Gold Group - Affordable Care Act

Overview:
- 13 Gold Group Eligibility Staff
- Incoming Quick Sort Transfer phone calls from Covered California
- Process follow up tasks associated with ERW pending applications

Silver Group - Affordable Care Act

Overview:
- 14 Silver Group Eligibility Staff
- Answer inbound phone calls from ERW pending cases
- Complete tasks associated with ERW pending cases
- Support ACA Gold Group with inbound Quick Sort Transfer phone calls from Covered California
Overview:

- 5 Teal Group Eligibility Specialists
- Incoming referrals for Craig v. Bonta SSI/SSP Discontinuance
- Determine eligibility for specialized programs
- Incoming calls regarding specialized programs
Service Center Analyst
Calabrio Scheduling, Calabrio Recording With Screen Capture, Cisco Phone System (Call Routing), Lobby Kiosks, LIMS (Lobby Information Management Systems), SMART (Service Management and Reporting Tool)
Calabrio Schedule

- Daily Staff Schedule
SMART

Tasks On Demand

- Tasks can be manually generated by a user, or auto generated from external data
- External data from CalWIN is used to auto generate and customize various tasks types
## Weekly Feedback Report

### Total Calls by Call Type
- **Handled Inbound**: 308
- **Handled Outbound**: 26

### Completed Tasks in Regular Time by Worker

<table>
<thead>
<tr>
<th>Worker Name</th>
<th>Tasks Completed in Regular Hours</th>
<th>Average Regular Tasks by Unit per Day</th>
<th>Overtime Tasks</th>
<th>Total Appointments</th>
<th>Logged-In (Hours)</th>
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<tbody>
<tr>
<td>Andy</td>
<td>72</td>
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<td>Total</td>
<td>341</td>
<td>10</td>
<td>13</td>
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<td>323.1</td>
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</tbody>
</table>

### Adherence by Worker

- **Adherence Score**: 91.50, 91.25, 89.04, 89.20, 92.75, 95.60, 90.20, 68.80
Customer Information Portal (CIP)
Cisco Phone Systems

- Service Center calls are routed and received through Cisco
- Reason codes are updated to correspond with staff Calabrio schedules
Cisco - Telephonic Signature

Interview Date
Your interview was completed on ____________.

Verify Identity
Mr. / Ms. _______________, before we get started I would like to verify some information for identification purposes:
1. Can you please state your first and last name?
2. Can you please verify the last four digits of your Social Security Number for me?
3. Can you verify your date of birth?
4. Can you please verify your address?

Summarize Information/Changes
Mr. / Ms. _______________, the summary of information/changes reported is as follows:
1. We completed ______ form. (e.g. we completed the SAWS 2 Plus for ______ report month)
2. You reported that ______ changed. (e.g. income)
3. Your ______ is now ______ (e.g. your income is now $500 bi-weekly)

☐ Legal Notice
Mr. / Ms. _______________, you have agreed to submit this application/form by telephonic means.
Do you understand that a telephonic signature has the same legal effect and can be enforced in the same way as a written signature?

☐ Declaration
Do you declare, under penalty of perjury, that the information you have provided during this call is true, correct and complete and that you understand your rights and responsibilities?
For CalWORKs only: We reviewed your Rights and Responsibilities in both the Statement of Facts and the SAWS 2A SAR.

Form Copy Sent
A copy of the completed ______ form will be sent to you. You have _____ days to report any corrections.
MyBCW

- Case Actions
- eNOAs
- Text Reminders
- Document Submission
- Sacramento County Worker Web Application
- EBT History
Service Center Dashboard

- Overview of Service Center calls and task productivity
- Pulls data from: Cisco, CalWIN case comments, Calabrio, SMART, LIMS
Dashboard Individual View
Management Reports

• Web Application

• Compiles CalWIN data as requested

• Each Report has specific requirements and timeframes
Contact Information

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Questions