

# County Public Benefits Phone Systems in California

## Creating a More Dignified CalFresh Experience

### State-Level Recommendations (CDSS and DHCS)

- 1. Measure and Require Public Reporting of CSC Performance and Customer Experience** to identify areas for improvement while prioritizing customer service and to ensure consistent standards and transparency. Metrics should be strictly defined to ensure uniform reporting.
- 2. Develop a CSC Performance Evaluation Formula** to be used consistently across counties, incorporating staffing levels, call volume, and key metrics to facilitate accurate performance comparison across counties.

### County-Level Recommendations

- 3. Increase CBO Access to EWs and Enrollment Information** with priority phone lines, designated EWs, and/or CalSAWS read-only access.
- 4. Enable Amazon Connect Callback Features** and ensure that returning calls dropped while connected with EWs is standard operating protocol.
- 5. Utilize CalSAWS Email and Text Notification Capabilities** to reduce dependence on notices delivered by mail.
- 6. Implement "Place-in-Line" Updates** instead of inaccurate wait time estimates to mitigate customer stress.
- 7. Adopt the BenefitsCal Scheduling Request Tool** to reduce customer reliance on phone systems for scheduling appointments with EWs.
- 8. Identify County Social Service Agency Calls on Caller ID** to increase the likelihood of customers answering benefits-related calls.

### CalSAWS Recommendations

- 9. Identify Frequently Ended Call Nodes** to detect potential flaws in call flows and facilitate targeted adjustments.
- 10. Disaggregate Dropped Calls, Abandoned Calls, And Maximum Capacity Releases** to assess the prevalence of disconnected calls.