

## **DEPARTMENT OF HEALTH & HUMAN SERVICES (DHHS) UPDATE ON CONSOLIDATION PRIORITIES**

- Call Center - The call center is fully staffed and functional. There has been a phone number assigned 641-DHHS (3447), which allows the caller an option to be routed to either Public Health (PH) or Social Services (DSS). Employees in the call center are currently able to take 95% of all calls. A message line has been implemented where a customer can leave a message even after hours. Now that the processes of the call center have been streamlined and staff properly trained which has improved efficiency, the call volume has dropped significantly, which has aided in the improvement of customer service.
- Customer Care Center - Room 125 in the Maple Street building is where the call center will be housed in Greensboro. The basement area of the Russell Ave. building has been identified for the High Point customer care center, which will begin construction after Greensboro is fully implemented and functional. Construction in Greensboro has begun. Cubes, desks and chairs have been set up. Eight kiosks will be in the Greensboro location and the plan is four kiosks in High Point. There will be (2) ECA's stationed in Greensboro and (1) ECA in High Point to offer over-the-shoulder support for questions and navigation of the application. The customer visiting the center can apply for PLA Medicaid, Family & Children's Medicaid and FNS benefits using the web based portal. After the customer applies for benefits their application will be accessed for expedited benefits as we continue to work towards same day processing.
- New Employee Orientation/In-Service Training - There have been three joint New Employee Orientations held since January 2016. These orientations are scheduled for the second Tuesday of each month. New staff is able to come together, meet the leadership team of both divisions and gain an overview and general understanding of services in both Public Health and DSS. Topics that are discussed in the orientation are Public Health/Social Services Overview, Customer Service, Information Technology/Social Media and Emergency Preparedness. In-Service Training for current employees have begun. Topics include: customer service, social media and leadership development for supervisors and program managers.

- Aging Services - Staff from both Divisions are working together to develop a single portal of entry and a universal intake/referral form that can be used for all calls into DHHS for aging services. This web based form will be used in an effort to avoid duplication of information gathering so that basic information can be shared between the two divisions without inconveniencing the customer. With the addition of Veterans Services to DHHS, this form will be able to also assist with veteran's inquiries and route to the appropriate area. Social workers will take calls and further cross-train on other services to aid in efficiency.
- Children's Services - As opportunities to cross-train are embraced, commonalities in both divisions relating to the complete child have surfaced. Communication has continued to improve between Public Health and DSS. Joint trainings in some areas have continued for both divisions as information is shared increasing the knowledge of resources available to the children and families that social workers assist.
- Contracts/Purchasing - There has been consolidation with both divisions with purchasing bulk supplies and the sharing of resources, which has helped to achieve some cost efficiency. The contract managers for each division continue to work very closely together on contracts and purchasing that can be combined. Due to the uniqueness of most contracts the majority continue to remain separate, however, both divisions continue to explore as much as possible and anything that can be consolidated will be.