

CONTRACOSTA
COUNTY

EMPLOYMENT &
HUMAN SERVICES

Serving the Public Through Technology

STATE AND DEPARTMENT-WIDE SYSTEMS

CONTRACOSTA
COUNTY

EMPLOYMENT &
HUMAN SERVICES

- ▶ State Systems Drive Business Operations
- ▶ Electronic Records Management
- ▶ Call Centers
- ▶ Workload Distribution Tool
- ▶ Continued Recognition from State Evaluators



Customer Experience

- ▶ Greeter
- ▶ Sign in Kiosk
- ▶ Self-Scanning Kiosk
- ▶ Customer PC with copier, scanner, printer
- ▶ Information Monitor
- ▶ Phones, Charging Stations
- ▶ Electronic forms review and signature



Remote Services

- ▶ MyBCW lets customers apply for benefits or check on case 24/7 from smart devices/PC
- ▶ CSB interactive texting
- ▶ IHSS Interactive Voice Response
- ▶ Video Conferencing



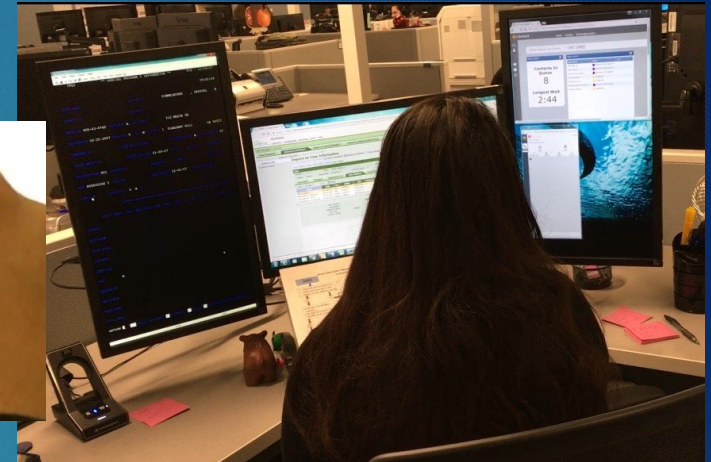
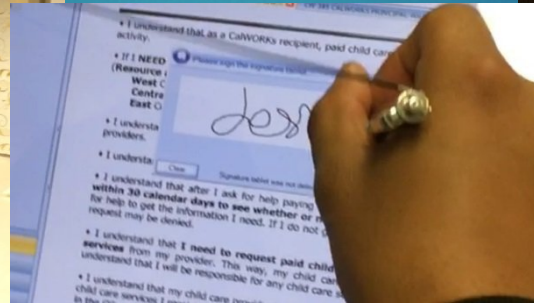
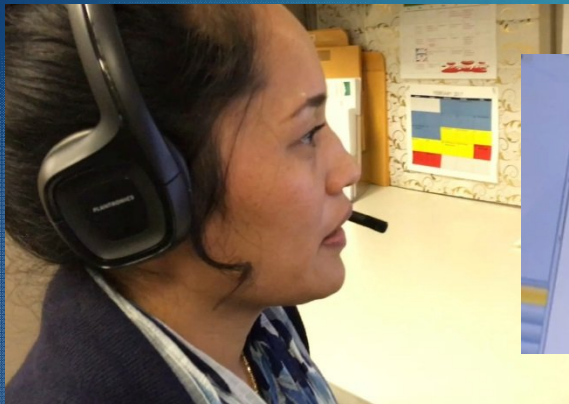
EHSD

VIDEO

CUSTOMER

Data and Technology

- ▶ EHSD/Santa Clara award winning collaboration
- ▶ Utilize more data to manage customer services, community outreach



- ▶ Technology streamlines staff and customer experience
- ▶ Continue customer surveys while adding high tech enhancements

EHSD Technology Vision

- ▶ Customer facing technology
- ▶ Customer support using technology
- ▶ Productivity enhancements
- ▶ Pursuing innovation for internal and external customer service

