

**County of San Diego, Health and Human Services Agency (HHS)**  
**Eligibility Policy and Procedures Guide**

**Eligibility Customer Service Expectations Process and Survey**

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**Revision Date:**

08/31/2017

**Background:**

The Health and Human Services Agency (HHS) thrives in providing excellent service to our customers. We are committed to using a positive approach to provide customers with a positive experience. We recognize that those we serve may be distraught, angry, frustrated and at a point of personal and family vulnerability when they contact us for assistance. It is the responsibility of all County employees to be trauma-informed trained and to conduct themselves in a professional manner to provide services with courtesy, consideration and respect toward our customers. Revision consisted of reformatting only; sunset date still valid for 08/31/2020.

**Purpose:**

To designate customer service expectations both internally and externally for Managers, Supervising Human Services Specialists, Human Services Specialists, and Office Assistants.

**Policy:**

Family Resource Center (FRC) Managers are to set standards and performance expectations for staff that will promote equitable, fair and respectful treatment of customers. Additionally, Managers must monitor complaint patterns and take appropriate follow-up actions.

Supervising Human Services Specialists (SHSSs) set an example for their staff through their behavior and treatment of customers. They are to ensure customer contacts are conducted in a prompt, courteous and professional manner. SHSSs will resolve conflicts at the lowest level possible, be sensitive to customer needs by responding to inquiries and complaints within established timeframes, and to ensure their staff to do the same.

Human Services Specialists (HSSs) are expected to provide quality service to internal and external customers. All customer contacts are to be conducted in a courteous and professional manner. The HSS is expected to provide information that is clear, complete, concise, timely, and accurately.

Office Assistant (OA) staff are usually the first contact customers have with the FRC. They must conduct themselves in a professional manner and be courteous and helpful to the public. Supervising and Senior OAs are responsible for ensuring their staff adheres to this expectation.

**Procedure:**

**Staff Accessibility**

Customers shall have reasonable access to knowledgeable staff members throughout the normal hours of operations. Hours of operations shall be posted outside the FRC and on the Access website, for easy access by the public. Staff shall return all calls promptly and within 24 hours or next business day. If requested, the name and phone number of the Supervisor will be furnished. Supervisors (Eligibility and Office Assistant) must be accessible and responsive to customers. Customer complaints are to be resolved at the lowest level possible and will be referred up the chain of command, when necessary or at customer's request.

**Eligibility Customer Satisfaction Survey**

To ensure customers feel welcome to provide their feedback or file a complaint, at least one "Eligibility Customer Satisfaction" poster (attachment A) with consistent language (in all office threshold languages) will be permanently displayed in each FRC. Smaller posters will also be displayed in annexes, patios, and satellite offices. Also, all offices will ensure that the "Eligibility Customer Satisfaction Survey" forms (attachment B) are included in all intake and renewal packets and available in all lobbies with clear threshold language instructions

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on how to submit completed surveys and a notation that any staff member will accept them. The customer may choose to submit the survey by handing it to any staff member, placing it in the office drop box, or by U.S. mail.

FRCs must designate one person to enter the survey data into the Eligibility Customer Satisfaction Survey SharePoint site. If the survey is in a different language other than English, the survey data must be translated and entered in English. Eligibility Operations (EO) will run a report once a month to assess trends; FRCs may run reports for their individual site as needed.

### Customer Service Specialist (CSS)

Each FRC will designate one person as a CSS to track and monitor customer complaint resolutions. Each FRC will designate one person as a CSS Backup to monitor complaint resolutions in the CSS' absence.

### Customer Complaints

HHS)A will continue to accept complaints from whatever point of entry customers choose and will proactively track their resolution. If the customer requests, the FRC will respond to the customer, or to a properly authorized representative.

Complaints received from any source in the FRC will be directed to the CSS, entered into the mandated Customer Complaint Log and kept for at least 90 days from the date of resolution. This record will include the nature and source of the complaint and will be entered upon the date received. This will include standard information such as nature of complaint, case number(s), advocates involved if any, whether there is a Release of Information (ROI), person assigned to handle complaint locally, resolution, and who was informed of the resolution.

Customer complaints may fall into one of the several categories listed below and should be sent to EO as appropriate based on the type of complaint. All complaints are to be logged, tracked, and resolution reported.

<b>Type of Complaint</b>	<b>Refer To</b>
Civil Rights	Civil Rights Liaison or Civil Rights Coordinator
Application of State and Federal regulations	State Fair Hearing process if not resolved after review by worker and/or supervisor
Staff conduct, behavior or attitude	Customer Service Specialist (CSS)
Operational or Procedural issues	Customer Service Specialist (CSS)

### Customer Complaint Resolution Process

Customer complaints will be resolved using the following process:

1	A complaint received by an FRC staff; the FRC staff must forward the complaint to the FRC Customer Service Specialist (CSS).
2	The CSS will enter the complaint in the Complaint Log and assign the complaint to the appropriate SHSS or Supervising/Senior OA (SOA) the same day. The SHSS or SOA may assign the complaint to a worker for processing; all complaints must be resolved within 72 hours.  If a Release of Information (ROI) is required, the completed form must be scanned and retained electronically.
3	The SHSS or SOA must ensure that the complaint is investigated and action is taken to resolve the issue.

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	SHSS or SOA gives feedback in writing (email) to the CSS on the resolution within 72 hours.
4	CSS must make contact with the person who filed the complaint and provide update on the complaint. CSS must also note who was contacted and the method the contact was made.  All confidentiality rules apply and resolution must be sent utilizing secured email if emails are sent outside the agency.
5	CSS will update the Complaint Log and files all documents related to the complaint.

The CSS must review the Complaint Log on a daily basis to follow up on unresolved complaints and Managers will review the Complaint Log to inquire on unresolved complaints and evaluate trends within their FRC. Additionally, the FRC Manager will designate a staff to randomly select 10% of complaints for quality control reviews.

**Reporting**

FRC Managers will submit Monthly Complaint Reports for their site(s) to their Regional Director, Deputy Director, and the Eligibility Operations section by the 5<sup>th</sup> workday of each month.

**Program Impact/s:**

None

**References:**

None

**Sunset Date:**

This policy will be reviewed for continuance by August 31, 2020

**Approval for Release:**



Rick Wanne, Director  
Eligibility Operations