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.


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.