



*Champion
of Children*

Being A Virtual Department In A Virtual World

Regina Cruise and Arlene Mendoza-Collins



WELCOME

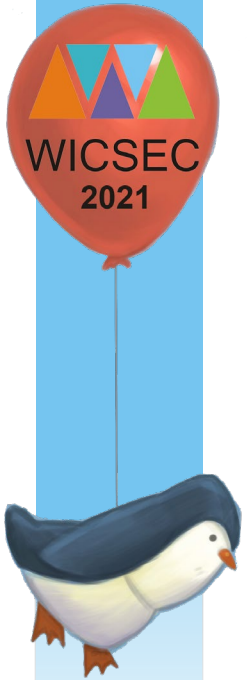
Ice Breaker...

What was the BEST
thing that happened
to you during the
pandemic?

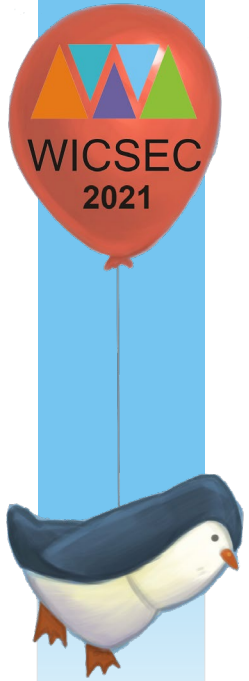


AGENDA

- Outreach
- Internal Communication
- Customer Connectivity

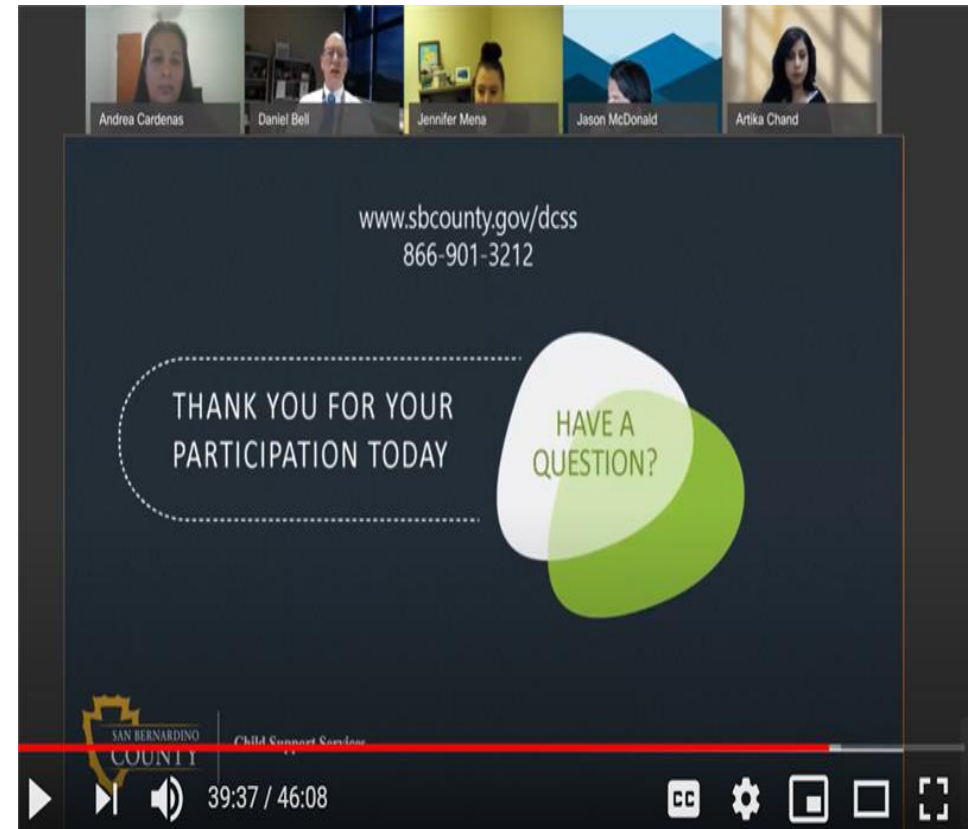


OUTREACH: Providing Information and Resources



Virtual Town Halls

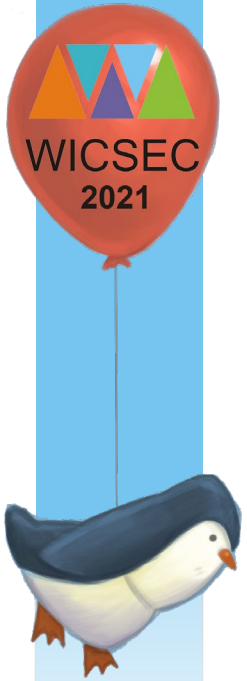
- Choosing a platform
- Presenters/topics
- Creating content
- Have a practice Run-through



OUTREACH: Providing Information and Resources

Virtual Events

- Partners
- Customers
- Staff



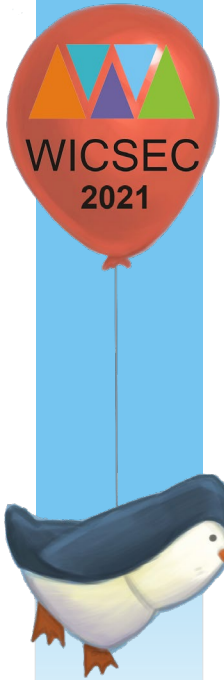


POLL QUESTION

Besides toilet
paper... What did
you have to go
without?



VIRTUAL COMMUNICATION



- Facebook Live Chats
- Newsletter
- Social Media



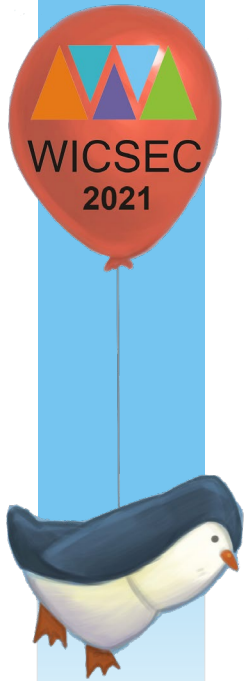
INTERNAL COMMUNICATION: Sharing Information

Web Ex

- Training
- Community Partner meetings
- Community Partner workshops

MS Teams

- Supports Customer Service
- Document Sharing
- Trainings
- Daily Check-Ins



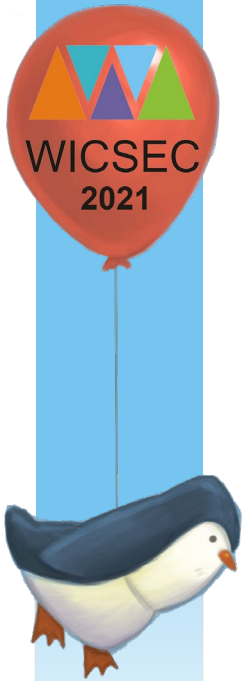


CUSTOMER CONNECTIVITY

Microsoft Teams

Virtual Interviews

- Chat feature
- American Sign Language (ASL)



Vonage & TextPro

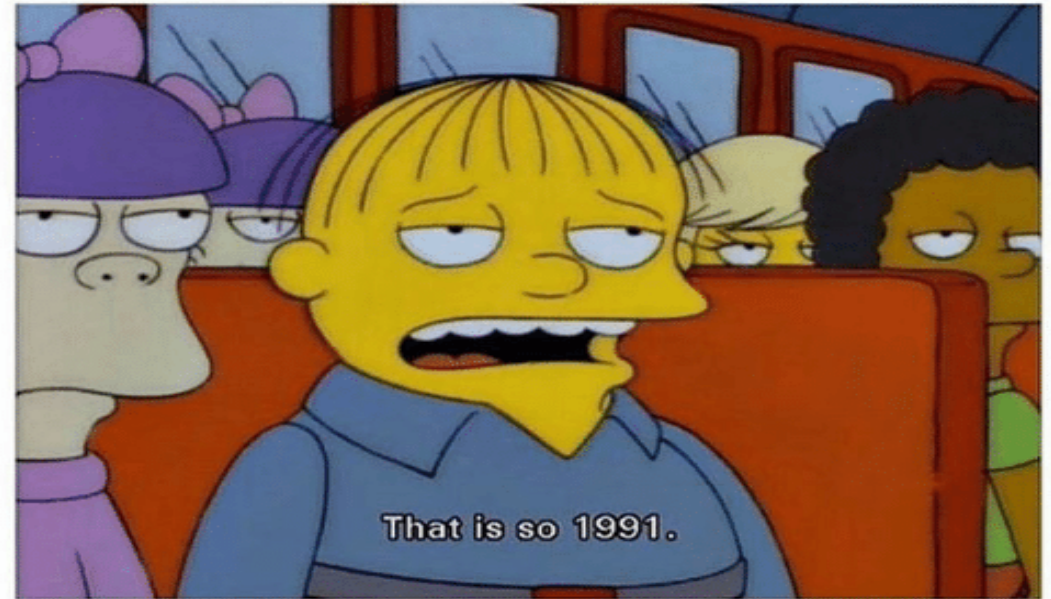
Vonage

- Ability to make and receive phone calls from anywhere

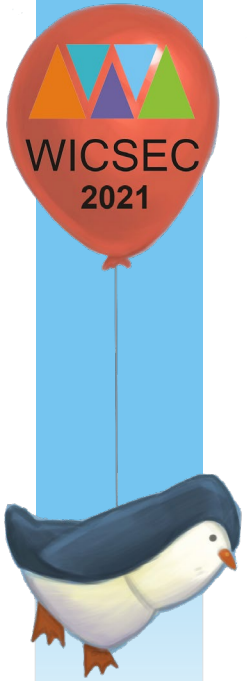
TextPro

- Send and receive customer text messages

When someone tries to call me instead of texting



Leave me alone



QLess

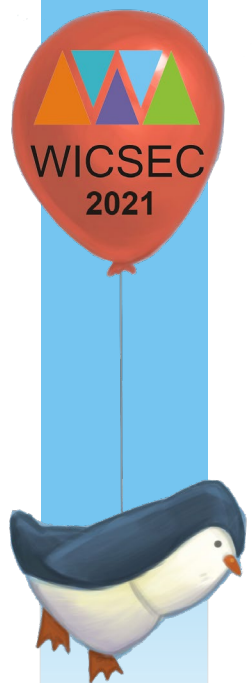
Customer Benefits

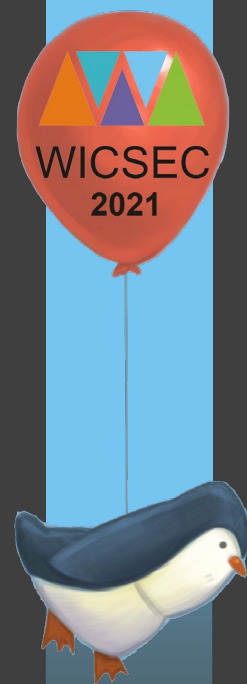
- App use
- Website use
- Appointments
- Self Check-In

Department Benefits

- Full Stats
- Wait Time tracking

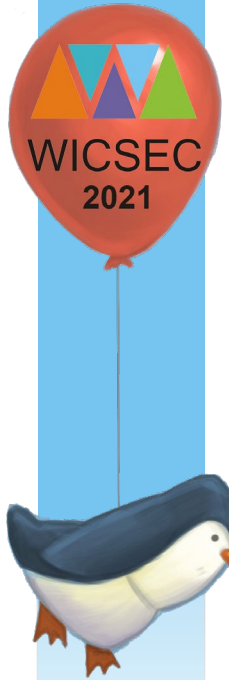






QUESTIONS?

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SOCIAL MEDIA



www.facebook.com/SanBernardinoCountyDCSS

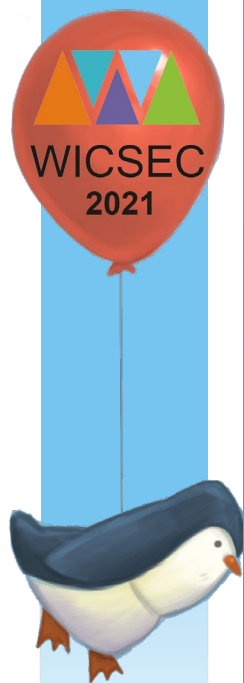


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