



Expanding Customer Engagement

Meeting the needs of the families we serve
where... they... live...



Who is Your Favorite Football Team?





Meet Your Presenters





Check In With Crowd

One Word to Describe Customer Engagement





Playbook

- ✓ All staff in office
- ✓ No virtual meetings
- ✓ In-person appointments only
- ✓ In-house genetic testing
- ✓ Limited telework to Executive Team





Playbook

- ✓ Implementing Customer Contact Center
- ✓ In-person Outreach Events
- ✓ Limited E-filing
- ✓ Minimal use of communication technology
- ✓ Limited customer experience feedback





Check In With Crowd

Is Your Agency Offering Telework?





Training Camp

- ✓ Emergency Telework all staff
- ✓ Onboarding Customer Contact Center
- ✓ Navigating use of communication technology
- ✓ Virtual Outreach Events
- ✓ Switch to virtual meetings
- ✓ Limited genetic testing





Check In With Crowd

Does Your Agency Offer Virtual Appointments?





Half Time



Emergency Telework all staff



Virtual and In-person meetings



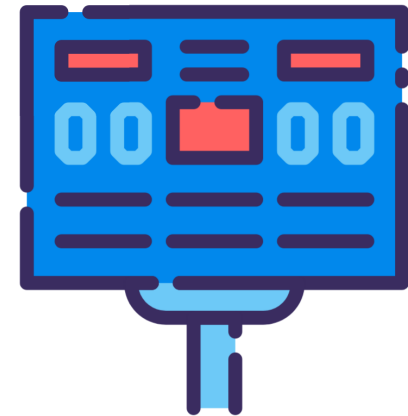
Increased use of communication technology



Local lab for genetic testing



In-person and virtual Outreach Events





Half Time



Video, phone and in-person appointments



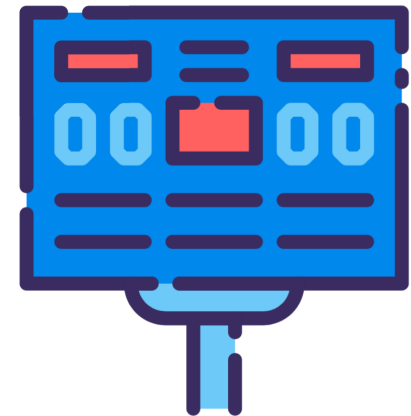
Increased customer experience feedback



Expanded E-filing and DocuSign



Technology expansion





Team Huddle

How are you currently engaging your customers, and how are you scoring touchdowns with your Outreach?





Operate Under Any Conditions

- ✓ Customer Contact Center
- ✓ Virtual Appointments
- ✓ Virtual Meetings
- ✓ Expanded Outreach
- ✓ Staff Development
- ✓ Genetic Testing





Moving the Chains



Permanent telework plan



Digital Marketing



Court changes



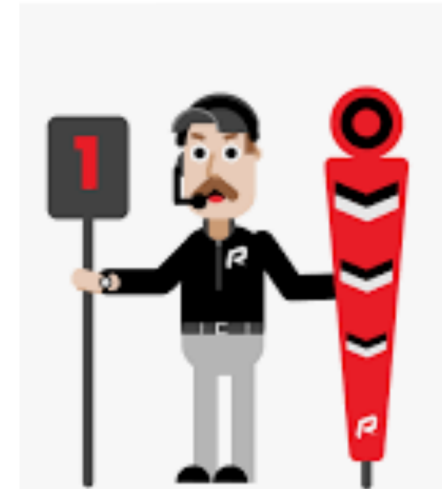
Expanded communication tools



In-office genetic testing



Expanded customer experience feedback





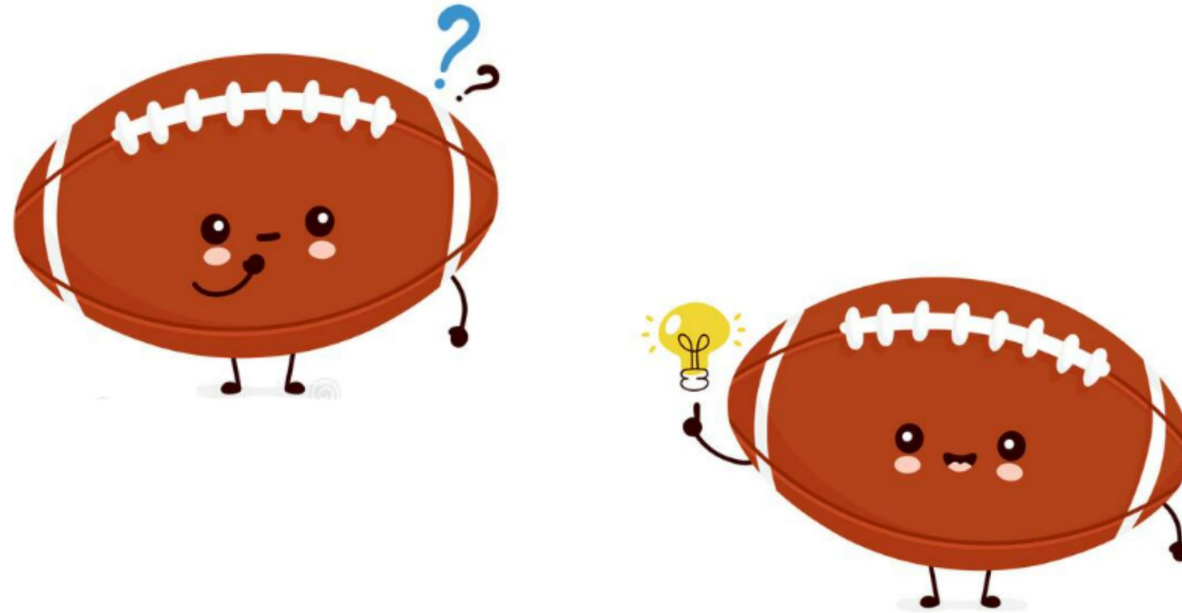
Team Huddle

What are some ways your Agency can move the chains to expand customer engagement?





Questions





Thank You

Shirley Avalos
Program Manager
savalos@sjgov.org
209-468-8173

Kathie Bohacek
Program Manager
kbohacek@sjgov.org
209-468-2572

Delona Green
Program Manager
dkgreen@sjgov.org
209-468-0922

Lori Moore
Program Manager
lmoore@sjgov.org
209-468-2599