ORANGE COUNTY SOCIAL SERVICES AGENCY ADMINISTRATIVE POLICIES AND PROCEDURES MANUAL

Subject: Customer Care Tracking System D 36

Approved: Signature on file Date: 05-10-10

I. PURPOSE

• To comply with County policy in establishing a common process for tracking constituents' compliments, questions, or complaints that allege poor service, neglect or misconduct by an agency/department, County employee or County contracted service provider.

II. POLICY

• Constituent's compliments, questions, or complaints typically reported to the appropriate Deputy Director, Director, or their designee shall be deemed reportable under the Customer Care Tracking System (CCTS) by the Social Services Agency (SSA) to the County Executive Office. In addition, those received from the Board of Supervisors' office shall be reported in the CCTS. Complaints regarding existing Federal and State court orders or regulations that SSA must abide with are not reportable. SSA is required by Federal and State law to maintain the confidentiality of all individual case record information, including the identities of clients and applicants for benefits. Client's confidentiality is extremely important on all constituent's complaints as the reports become public records. In order to comply with applicable confidentiality requirements, all clients' personal identifiable information submitted in the CCTS shall be redacted before SSA submits a report to the County Executive Office and the Board of Supervisors.

III. BACKGROUND

- On May 6, 2008, the County of Orange Board of Supervisors approved the CCTS to enhance transparent government service delivery. This tracking system will enable the following: Shape and manage how the County conducts business;
 - Determine the appropriate response to the constituent's compliments, questions or complaints;
- • Ensure the agency/department is responsive to the constituents.
 - Improve the County's current business processes and provide high quality services to the public; and

In addition, the benefits of the CCTS will allow the agency/department to:

- Identify service gaps requiring attention; Respond to trends and environmental factors; Provide a tool to improve the response efforts to agency/department's constituents; Report statistical data on real time basis; and Contribute to the visibility of the County's performance.SSA CCTS will include constituent's compliments, questions, or complaints typically reported directly to a Deputy Director or to any member of the Executive Management Team. Some examples of the constituent's complaints that should be collected and reported are: Alleged poor service received from SSA or a contracted entity; Alleged neglect; Misconduct by an agency/department County employee or County contracted service provider; Rude or unresponsive employee; Facilities issues; and Business process issues.Complaints that are covered by a State or Federally mandated process are not part of SSA's CCTS and should be forwarded to the appropriate parties. These may include the following:
 - Case actions and eligibility determinations that are covered by a mandated appeal process; Court actions and decisions; and Discrimination allegations that need to be investigated through the Civil Rights Coordinator in Program Integrity.

III. PROCEDURE

- A. Receiving and Processing the Constituent's Compliments, Questions, or Complaints
- 2. SPPR Analyst shall be responsible to:
 - 1. Deputy Directors and Members of the Executive Management Team or Designees Upon receipt of any constituent's compliments, questions, or complaints either by phone, facsimile, electronic mail (email), letter or through Access OC (https://clients.comcate.com/newrequest.php?id=36), the appropriate Deputy Director or member of the Executive Management Team or their designee shall do the following:
 - a. Listen to the constituent's compliments, questions, or complaints and offer where appropriate to resolve any issue, or contact the appropriate Program Manager or Administrative Manager; b. Obtain all relevant information and document the communication with the constituent and any action taken into the CCTS Log found at P:/Administration/CCTS (Attachment A) within two business days; andc. Notify the Strategic Planning and Public Relations (SPPR) Analyst via email or a copy of the log.
- b. Eliminate duplicates or consolidate appropriate or related information;
 - a. Review the constituent's compliments, questions, or complaints reported on the CCTS Log;
 - c. Log all constituents' questions, compliments, or complaints in the County of Orange CCTS Database, AccessOC; and d. Forward any constituent's compliments, questions, or complaints received via the County of Orange website, www.ocgov.com/AccessOC to the appropriate Deputy Director, Director, or their designee requesting for a two-day review and potential resolution.
- B. Reporting Method and Timeline
 - SSA Deputy Directors, members of the Executive Management Team/designees, and SPPR Analyst shall follow the scheduled timeline below to ensure that SSA CCTS reports are submitted to the County Executive Office/Board of Supervisors in a timely manner.

Task	Due Date
Deputy Directors or members of the Executive Management Team or their designees shall send CCTS log to SPPR Analyst	Within 2 business days upon receipt of constituent's compliments, questions, or complaints
SPPR Analyst shall request the final compilation of the constituents' compliments, questions, and complaints from all media from all Deputy Directors and members of the Executive Management Team	Last business day of each month
Deputy Directors or members of the Executive Management Team or their designee shall send the compilation of the constituents' compliments, questions, and complaints from all media to SPPR Analyst	By the 5^{th} business day of the following month
SPPR Analyst shall forward the draft of the SSA CCTS monthly report to the members of the Executive Team for review and approval	By the $6^{\mbox{\tiny th}}$ business day of the following month
SPPR Analyst shall submit the approved SSA CCTS monthly report of the CCTS to the County Executive Office	By the 10^{th} of each month

SPPR Analyst shall review the quarterly report prepared by the CEO's office for accuracy and send to the members of the Executive Management Team for approval

Within 2 business days of receipt of the CEO's **Quarterly Report**

Executive Management Team shall review and approve or make corrections to the Quarterly Report and send it to SPPR Analyst

Within 5 business days

Quarterly Report to the CEO's Office Report

SPPR Analyst shall send the approved As soon as Executive Team approves the Quarterly

IV. REFERENCES

U.S. Privacy Act of 1974

California Welfare and Institutions Code Sections 10850 - 10853

California Department of Social Services Manual of Policies and Procedures, Division

19-000

• Customer Care Tracking System Power Point PresentationMay 6th, 2008 County of Orange Board of Supervisors Meeting Agenda and Minutes. http://cams.ocgov.com/Web Publisher Sam/Sam05 06 2008.htm

V. ATTACHMENT

• A. Customer Care Tracking System Log