Atlanta's ADRC

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Changing the Way We Work

ADRC Staffing Profile

- 8 Information & Referral Counselors

- 8 E & D Waiver Screeners

- 4 HCBS Screeners

- 1 Behavioral Health Coach

Pioneering Change in Work Environments

Atlanta's ADRC

- Initial telework implementation 2007
- New phone system implementation May 2014
- New client management system implementation October 2014
- Home-based pilot implementation October 2016
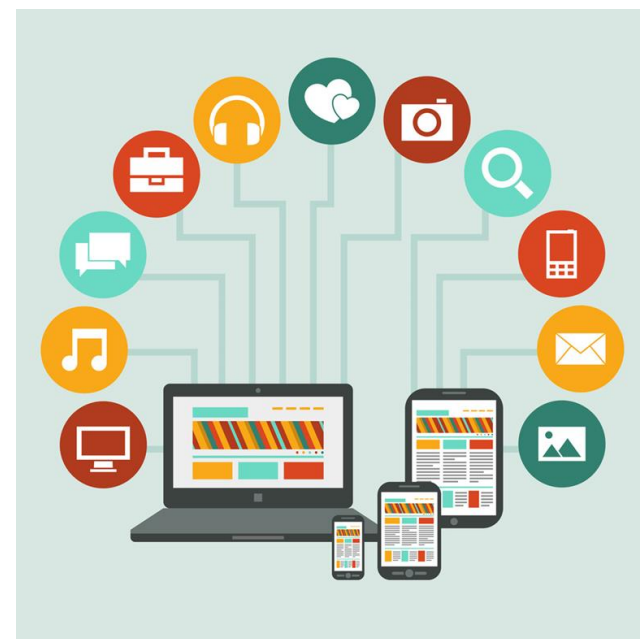
Work Environments

- Of 21 ADRC staff:
    - 2 are office-based
    - 1 is field-based
    - 5 telework 2-4 days per week
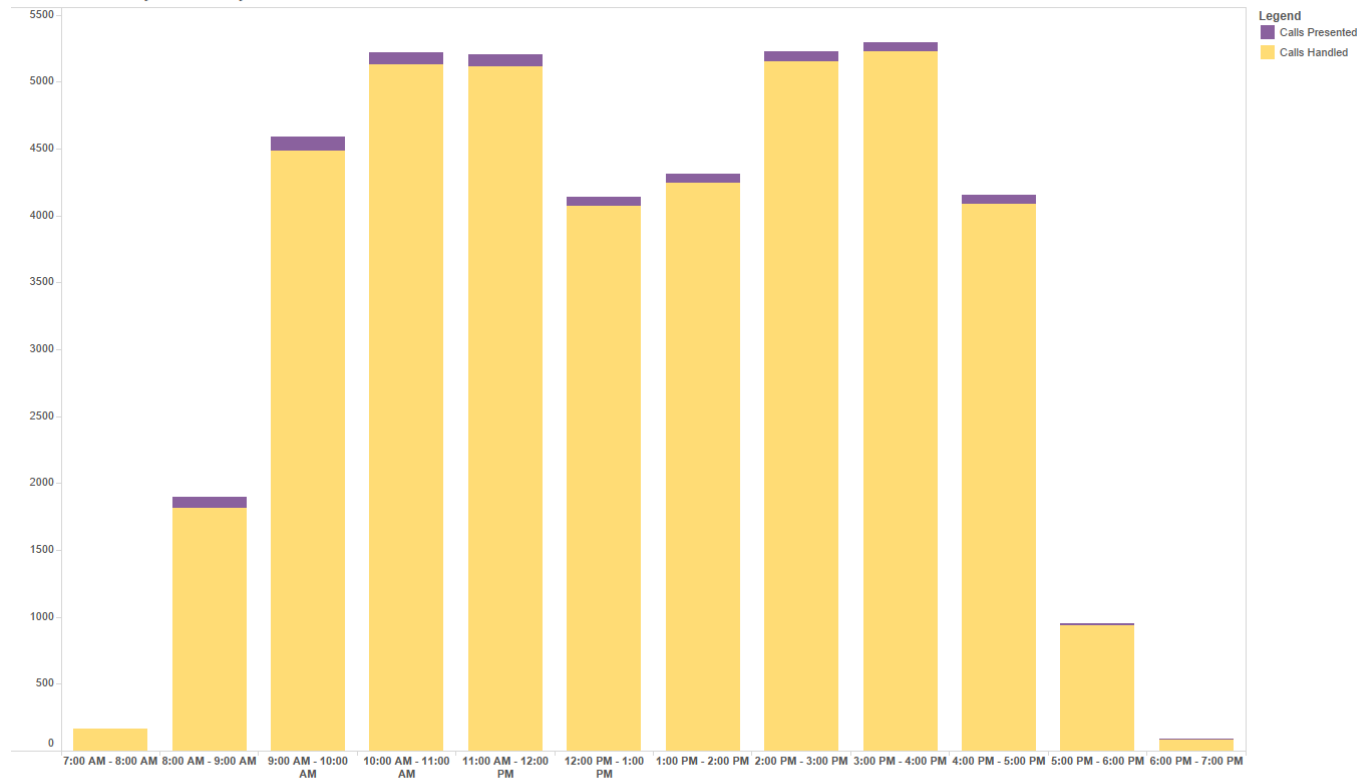   - 13 are home-based

Technology: How is it helping?

- Increased performance monitoring
- Improved data collection
- More even distribution of work
- Streamlined referral process
- Telework expansion
- Improved communication

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Using Data to Manage

Number of Calls by Time of Day

Calls Presented and Calls Handled for each Time of Day. Color shows details about Calls Presented and Calls Handled. The data is filtered on Interval 60 Minutes, Month, Campaign Name, Disposition Name, Agent Name, sum of Calls Handled, Day of the Week, Date and Skill Name. The Interval 60 Minutes filter keeps multiple members. The Month filter keeps 7 of 7 members. The Campaign Name filter keeps Admin, ADRC, CCSP, HCBS and SOURCE. The Disposition Name filter keeps 24 of 24 members. The Agent Name filter excludes Beamer, Jennifer, Null, Pellino, Cara and Sonnier-Brown, Danielle. The sum of Calls Handled filter keeps non-Null values only. The Day of the Week filter keeps Friday, Monday, Thursday, Tuesday and Wednesday. The Date filter keeps multiple members. The Skill Name filter keeps multiple members. The view is filtered on Time of Day, which keeps 12 of 24 members.

Using Data to Manage

Number of Calls by Day of the Week
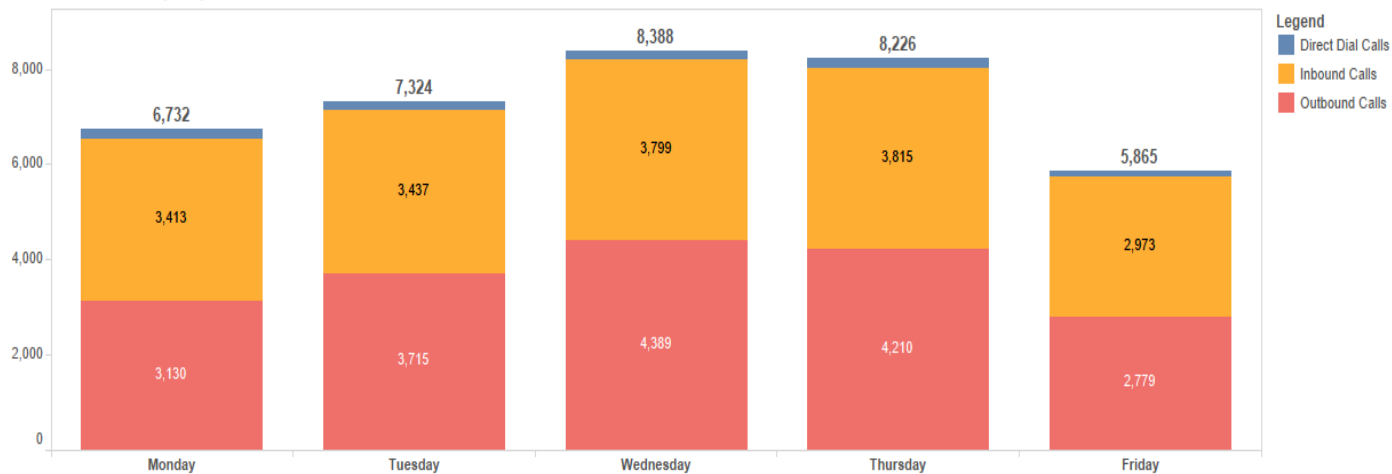
Direct Dial Calls , Inbound Calls and Outbound Calls for each Day of the Week. Color shows details about Direct Dial Calls , Inbound Calls and Outbound Calls . The data is filtered on Agent Name, Campaign Name, Date, Disposition Name, Interval 60 Minutes, Month, Skill Name and Time of Day. The Agent Name filter excludes Beamer, Jennifer, Null, Pellino, Cara and Sonnier-Brown, Danielle. The Campaign Name filter keeps Admin, ADRC, CCSP, HCBS and SOURCE. The Date filter keeps multiple members. The Disposition Name filter keeps 24 of 24 members. The Interval 60 Minutes filter keeps multiple members. The Month filter keeps 7 of 7 members. The Skill Name filter keeps multiple members. The Time of Day filter keeps 12 of 24 members. The view is filtered on Day of the Week, which keeps Friday, Monday, Thursday, Tuesday and Wednesday.

Using Data to Manage

Challenges

- Different levels of technological competency of staff
- Making sure the right people are in the right positions
- Keeping up with technology
- Keeping staff engaged

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Keeping Remote Staff Engaged

- Monthly in-person meetings
- Daily communication with the team (email, skype, messaging)
- Team building activities
- Ongoing training and
  skill development

Successful Home-Based Environments

- It's not just about technology, **communication** with the team is key!

Questions?

Thank you!

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