

Ho'okā'oi

- ▶ Department of Hawaiian Home Lands

Ho'okā'oi

To progress, go ahead, improve,
better; progressive.

DHHL Goals

- ▶ Assess Customer Experience with the DHHL via focus groups and surveys
- ▶ Determine baseline of customer experience findings from research
- ▶ Identify solutions to address customer experience baseline findings



Customer Service

Beneficiary Findings and Proposed Solution

- ▶ Finding #1 – Department resolving issues in a timely manner and keeping beneficiary informed of their status.
 - Solution: Contact Center & Software Enhancements

- ▶ Finding #2 – Up to date website
 - Solution: Redesign to be more customer friendly/ease of use

- ▶ Finding #3 – Answering and returning calls in a timely manner with knowledgeable information.
 - Solution: Contact Center

DHHL Staff Findings & Proposed Solutions

- ▶ Finding #1 – Update current record keeping (APPX) & filing system (Viatron)
 - Solution: Viatron and other platform enhancements
- ▶ Findings #2 – Understaffed
 - Solution: Increase hiring
- ▶ Findings #3 – Improve communication within the department
 - Solution(s):
 - Develop training modules (onboard training, ongoing training)
 - Hold all staff meetings more frequently, brown bags, employee newsletter, etc.

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CONTACT CENTER

- 1 number call support system for beneficiaries & the general public to call into for inquiries and or assistance.



DHHL Document Imaging System

- Provides staff the access to view the beneficiary file documents that have been scanned into the system via Viatron.



SYSTEM ENHANCEMENTS

- Provides both beneficiaries & staff with information & assistance in the department's work flow processes.

Incoming calls to DHHL

Department of Hawaiian Home Lands

SIC Monthly Call List Report

Highest To Lowest Volume - Incoming Calls (excludes interoffice calls)

	Department	May	June	July		Total	Monthly Average
1	Homestead Service Division-Oahu District Office	1959	2128	1954		6041	2014
2	Information and Community Relations Office	1838	1952	1759		5549	1850
3	Homestead Service Division-Loans	2143	1135	982		4260	1420
4	Land Management Division	1147	1059	1072		3278	1093
5	Homestead Service Division-Applications	898	992	1071		2961	987
6	Homestead Service Division-Molokai District Office	927	879	950		2756	919
7	Homestead Service Division-Maui District Office	915	981	792		2688	896
8	Land Development Division	771	850	753		2374	791
9	Office of the Chair	659	719	635		2013	671
10	Office of the Chairman - Chairman's Office	594	704	585		1883	628
11	Planning Office	368	382	438		1188	396
12	Homestead Service Division-Administration	454	358	358		1170	390
13	Fiscal Office	435	385	335		1155	385
14	Enforcement	298	370	278		946	315
15	Administrative Services Office - Administration	165	272	257		694	231
16	Land Development Division-Housing	305	249	106		660	220
17	Administrative Services Office - Information Technology	225	128	198		551	184
18	Administrative Services Office - Personnel	113	202	186		501	166
	TOTAL	14214	13745	12709		40668	13556

Total Average:

40668 / 3 months = 13,556 calls per month

Internal calls have been filtered out on this report

Numbers do not include: Kauai, West Hawaii and East Hawaii district offices

Incoming Calls to DHHL

Total Average number of call per month	13556
Divided by total number of Customer Service Representatives:	3
Total Inbound calls per Customer Service Representative per month:	4518
Divided by number of working days per month	22 days
Total number of calls per day per Customer Service Representative:	205
Divided by hours worked in a day	8 days
Total number of inbound calls per CSR per hour:	25 calls per hr/per CSR