



San Bernardino County

Modernization Pilots in partnership with C-IV.

The technologies being piloted and presented include:

- Document Upload Kiosk (DUK)
- Wireless Barcode Reader (WBR)
- C4Yourself® Mobile Web Pages Example Flow

The goal, of these technologies, is to increase customer access to services and overall communication.

San Bernardino County Document Upload Kiosk (DUK)



Idea: Allow customers to scan their own documents and receive a receipt (instead of waiting in line).

Capability:

- Customers swipe their EBT/BIC card or types their case number.
- The kiosk prompts them to insert each page of their documents, allows them to preview document, and then uploads image to imaging queue.
- For documents with barcodes, it also records them as received in C-IV, sets a Task and prints customer receipts with date/time, case number and document type.

Software: Written by our partners, in this effort: C-IV.

Future Uses and Enhancements:

- Compatible with the Lobby Management (12.09) release.
- Optional - Phone receiver to call for assistance.

Pilot: Started in May; Statistics & Lessons Learned...

San Bernardino County Wireless Barcode Reader (WBR)



Zebra Printer

Motorola Barcode Reader

Idea: A hand-held device to read barcodes on documents which marks them as received within C-IV and provides the customer with a receipt (instead of waiting in line).

Capability:

- Worker finds people in line (inside or outside prior to opening) that just need to submit documents.
- Worker scans and collects the documents with barcodes (auto document typing) and prints receipt with date/time, case number, and document type.

Hardware: Windows Mobile WiFi w/ Barcode Reader.

Software: Written by our partners, in this effort: C-IV.

Future Uses and Enhancements:

- Will be able to scan appointment letter barcodes to check-in customers in the Lobby Management (12.09) release.

Pilot: Started in May; Statistics & Lessons Learned...

The Barcode Reader + Printer = **WBR**



DRAFT: For Discussion Purposes Only.

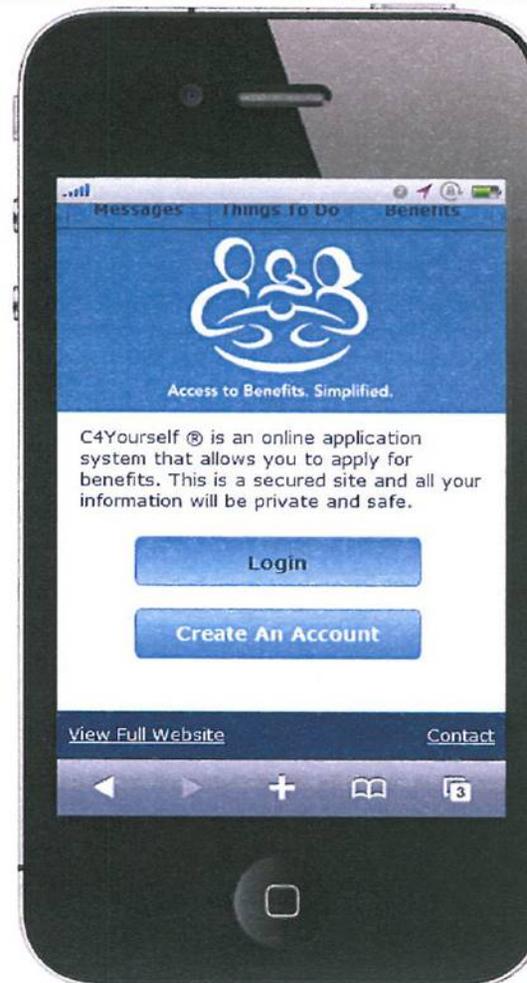
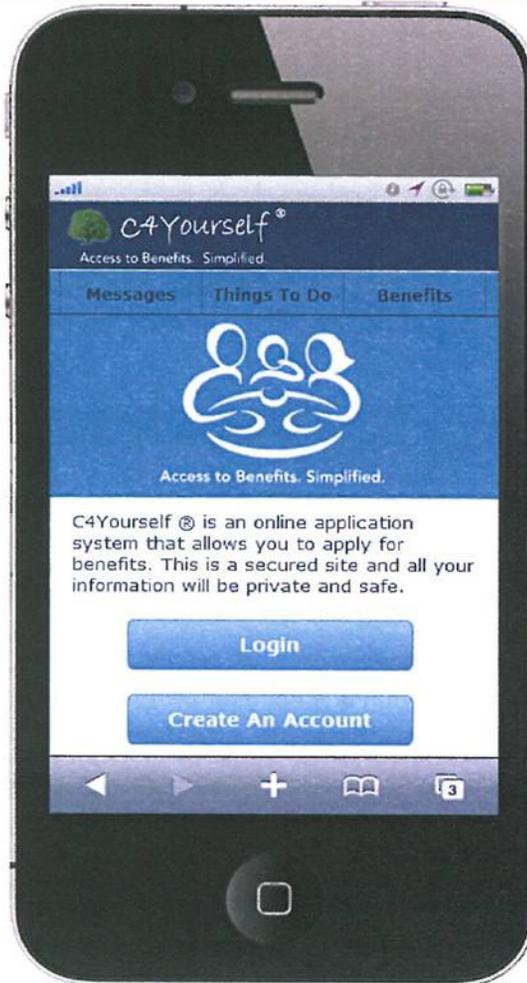
County Innovations and Pilot Projects

C4Yourself[®] Mobile Form Factor Web Pages

- Goal: Make key features in C4Yourself[®] more accessible, starting with pages that lend themselves to a mobile form.
- Scope:
 - This is strictly a technical project—no functional changes. The pages are just being put in a mobile form.
 - This is not an “App.” They are just smaller web pages that use the same encryption as the main C4Yourself[®] site.
 - The following pages are included:
 - Login/Authentication (and New Account Creation).
 - My Benefits (County/Case/Program logical format).
 - My Things To Do (Register/Un-register).
 - My Messages (Inbox).
- Testing on Windows Mobile, medium/high resolution Android phones, and the iPhone.
- Mobile users are automatically directed these new pages, but can still link back to the full website.
- Includes QR code for marketing (to take users directly to the URL).
- Status:
 - Build is in Process (originally scheduled for 12.11 release, possibly sooner).

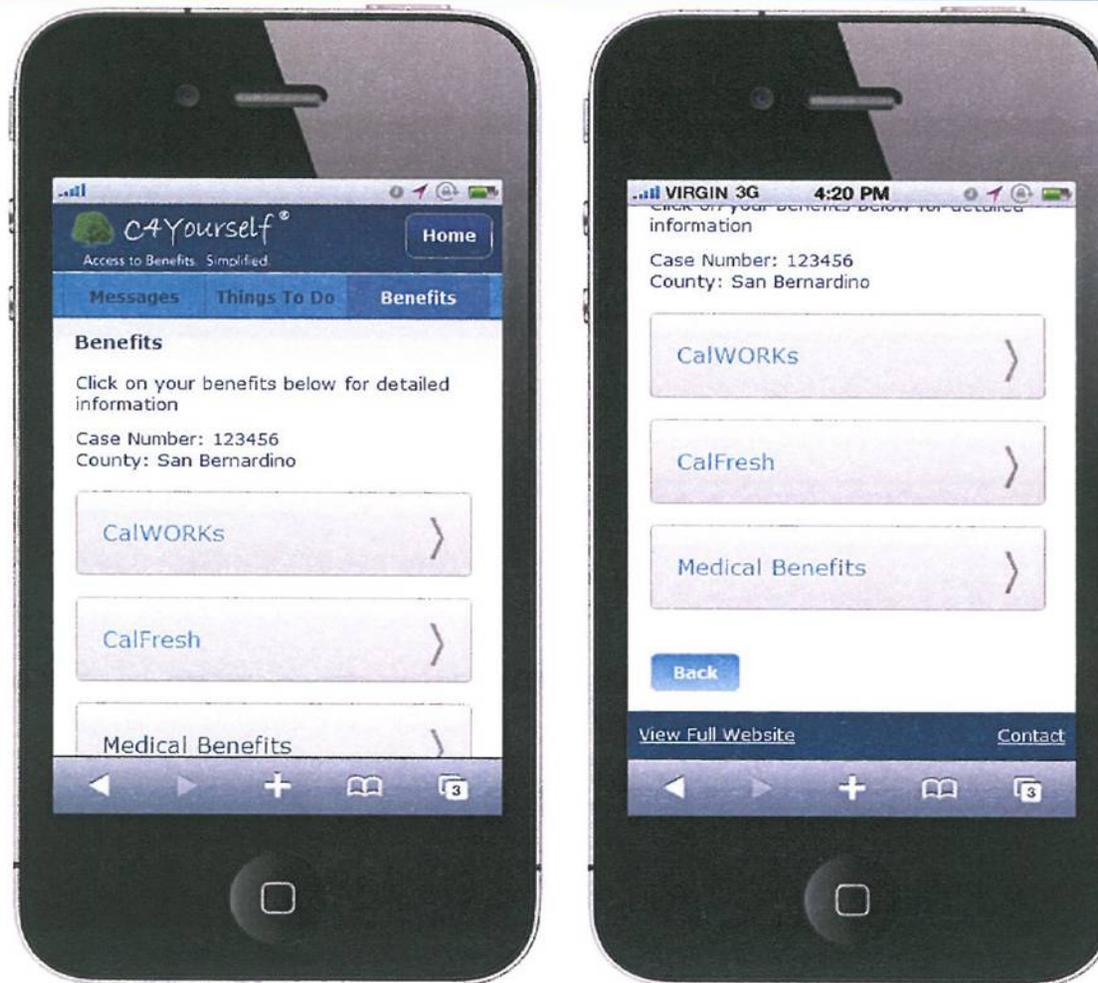


Example Mobile Web Pages: Homepage



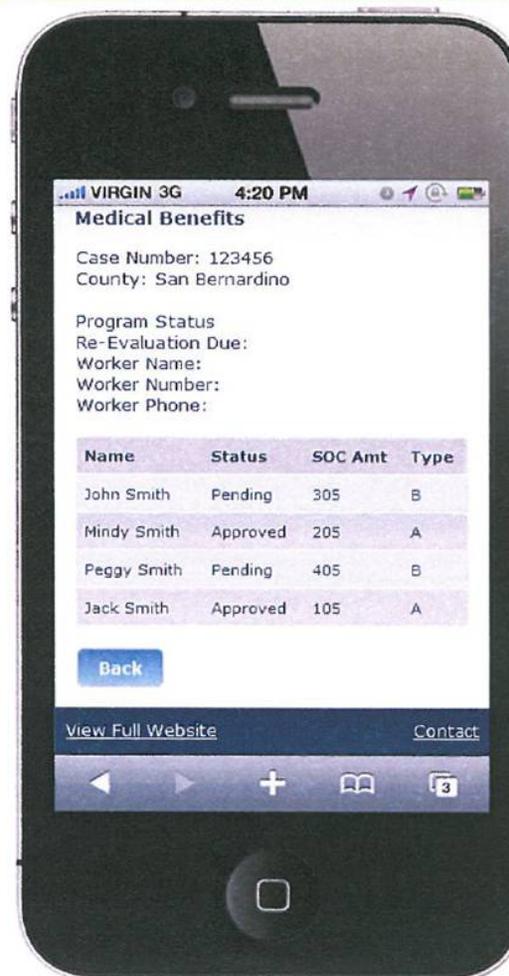
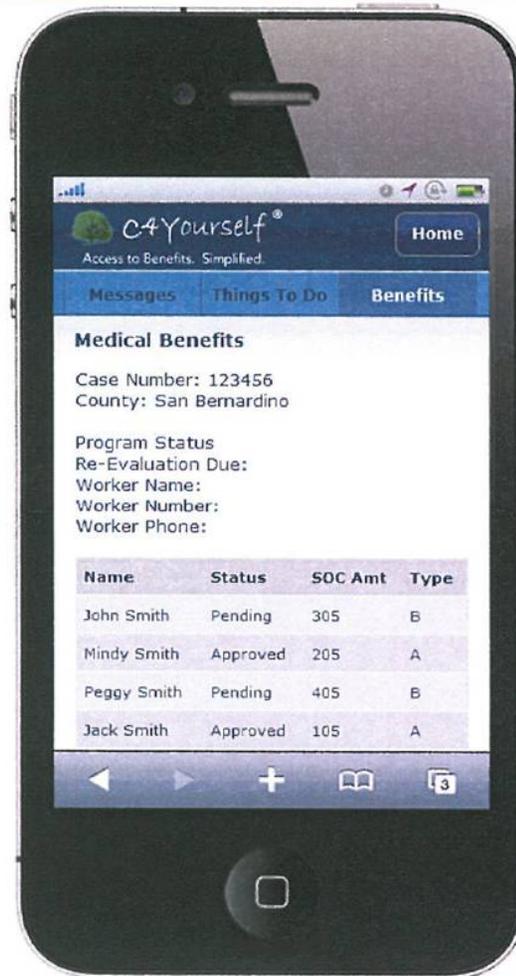


Example Mobile Web Pages: Login > Benefits > Programs





Example Mobile Web Pages: Login > Benefits > Programs > MediCal



Thank you.