OCL process and reminders

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Currently, workers are required to be on the call center while they are the designated OCL. If the employee is in the middle of phone call, the customer(s) in the lobby needs to wait and this can create a bottleneck. This bottleneck is more evident when customers that need translation services visit the Job center.

After listening to your concerns and analyzing the data, we have developed a new OCL procedure for Family and EBD workers that will not require the OCL Worker to be on Genesys during their OCL shift.

Family OCL Process- Family workers will be assigned FSOD and/or other Consortium tasks during their OCL shift. Since most FSOD applications do not require an interview during unwinding, the OCL worker should be able to respond faster to the request for assistance in the lobby.

The EBD OCL Process- EBD workers will complete their protected time and/or complete other Consortium tasks. The EBD worker is expected to work on their caseload and other consortia work while doing their OCL duties half of the day, and then will be assigned to Genesys during the other half of the day. This option reduces the amount of time the EDB OCL worker is assigned to phones but creates an interrupted period of at least half a day in which the EBD worker can concentrate on answering phone calls. Protected time is no longer needed because the worker should have enough time to work on their caseload during the OCL shift since the OCL volume is low.

Caveats:

* Only the officially designated OCL will not have to be on the call center. All other staff scheduled on site—the “OCL Bench” so to speak, will remain on Genesys
* There will be days when even the OCL will need to be on phones, if there is high volume AND manageable volume in the lobby. I expect these exceptions will be pretty rare generally, but should be expected with some frequency in January, June and September.
* We will revisit this approach after unwinding—it may only be workable while it makes sense to have the OCL do FSOD because of the FS interview waiver.

REMINDER-It is the current expectation that employees on site could be asked to help at the lobby any time including protected time for family workers. Please respond promptly to the lobby lead request, *letting them know that you are responding to the request*. See the customer right away without making them wait while you research the case.