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Good Practices in Social Security

Good practice in operation since: 2016

Visiocont@ct: exchanges with users via video-conferencing

National Family Allowances Fund
France

Summary

Visiocont@ct is a video-conference appointment service that allows users to discuss their situation with an advisor from the Family Allowance Fund (caisses d'Allocations familiales – CAF) without having to travel to a CAF office.

The appointment is held by an advice manager at the CAF, with the user located at home or anywhere they like, on a tablet, smartphone or PC. The appointment can also be held at the premises of a CAF partner organization for people who do not have the equipment or are not at ease with IT technology.

The Visiocont@ct service includes making an appointment from a list of eligible reasons for this kind of contact and sending confirmation emails.

The system does not require entry of a beneficiary number. It is open to non-beneficiaries and can also be used by other public services. It does not require the download of a plug-in.

It contains an integrated statistics module.

It can be viewed via the following link: www.visiocontact.cafaudivisio.fr.

The issue or challenge

What was the issue or challenge addressed by your good practice? Please provide a short description.

This service offers an alternative to travelling to a CAF office.

By reducing the need for such trips, it:

- offers a more accessible service to people whose mobility is reduced for various reasons (handicap, lack of transport, young children at home, illness, remoteness);
- allows people whose working hours do not align with those of the CAF to have an appointment during breaks, from their place of work, for example;
- reduces the carbon footprint of the appointment service;
- reduces instances of aggressive or disruptive behaviour at CAF offices.

This alternative solution is also a backup in case of an incident rendering the office location unusable.

Addressing the challenge

What were the main objectives of the plan or strategy to resolve the issue or challenge? List and briefly describe the main elements of the plan or strategy, focusing especially on their innovative feature(s) and expected or intended effects.

This solution was invented by the CAF in Aude (Carcassonne).

It was presented as part of the “dojo”, an internal challenge organized by the CNAF in 2016, where it won a prize.

It was then “incubated” by our “CafLab” innovation facility, using the following method:

- Various intrapreneurship (internal entrepreneurship) innovation tools were mobilised for the project leader. The latter was an employee of the CAF who was released from his job for several months to finish developing the idea.
- He was surrounded and supported by his CAF, which served as a test bench for the solution. The solution was built in an iterative fashion in order to meet the needs of the services and staff of the CAF and its users.
- The CafLab made up the rest of the team, calling on certain external IT capabilities.
- Once the project was up and running, it was tested at some ten CAFs, making it possible to specify and develop new uses for the solution.

The solution will be rolled out to all CAFs at the beginning of 2019.

Targets to be achieved

What were the quantitative and/or qualitative targets or key performance indicators that were set for the plan or strategy? Please describe briefly.

Deployment is planned in two prongs:

- as an alternative to an office appointment. Here, it will be introduced progressively in 2019 with CAFs on a voluntary basis, then rolled out more generally in 2020 to become a regular means of contact;
- as a form of support for the relationship with partners. In this regard, the solution will be rolled out starting in early 2019 in order to support the installation of other management and monitoring tools for partner organizations. In this context, the service has a shared screen feature, allowing the partner to complete its follow-up paperwork, for example.

The expected results for appointment-based reception are as follows:

- better appointment efficiency (the user has all documents with him and can provide them as needed; faster appointments; greater convenience for the user who does not need to travel; feeling of security and fewer instances of aggressive behaviour for staff);
- in time, a reduction in the frequency of appointments, which will therefore become less time-pressured and more pleasant.

Trips by CAF staff are rendered unnecessary in some cases (see below). This gives them greater security and time for appointments or follow-ups, instead of travelling.

Evaluating the results

Has there been an evaluation of the good practice? Please provide data on the impact and outcomes of the good practice by comparing targets vs actual performance, before-and-after indicators, and/or other types of statistics or measurements.

Visiocont@ct was tried out at some ten CAFs and several points emerged:

- staff mentioned greater convenience;
- they appreciate being accessible to people of reduced mobility;
- users find the solution modern, and this helps give the service a good image.

Above all, the CAFs identified other possible uses to which the solution will be extended:

- for some follow-up appointments by social workers (avoiding the social worker having to travel);
- for some checks (avoiding travelling to the user's home);
- for administrative mediation (greater accessibility and fewer risks of aggressive behaviour);
- for relationships with partner organizations (currently being deployed).



Lessons learned

Based on the organization's experience, name up to three factors which you consider as indispensable to replicate this good practice. Name up to three risks that arose/could arise in implementing this good practice. Please explain these factors and/or risks briefly.

Success factors:

- It is vital for the appointment to be confirmed, by email and perhaps a phone call in order not to have too many unscheduled "no shows".
- It is advised to start the process with voluntary employees.
- Currently, the solution is not connected to the information system (until mid-2019). The advantage of this is that it can be used without any pre-conditions and by the entire public service (in France, health insurance funds and tax centres are interested in it). The disadvantage is that it does not allow joint scheduling with other reception staff activities, for example, and that documents sent in this way are not integrated into the work flow automatically.

The risks are:

- missed appointments (although this is no different from face-to-face situations);
- malfunction of the connection (the solution chosen makes it possible to minimize but not eliminate this entirely) making it then necessary to use the phone.