

Standardization Of Operational Procedures Through Envision Connect

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Current Issues

- OA are currently assigning or giving all applications to Consumer Protection Manager:
 - Change of Ownership, Name Change, Request, New facility applications, Service Request
 - The status of all service request are on the k drive
 - Incoming applications & Identifying numbers

Envision Database Capability

- Property information
- Requestor Information
- Certified Professional
- Inspector/Plan checker status
- Important comments
- Billing and Finance information and payments history
- Nature of service

Positive Benefits

- My project would help with standardizing operational procedure in Envision Connect
- Time management
 - Fee assessments and proper billing
- All application to be entered into envision
 - Follow up - Customer service internal and external
 - Going paperless
 - Information will be easily accessible with hand held and internal staff

Project conclusion

- This project would require the assistance of office assistants, Consumer staff, and managers
- This project would allow for fewer tools to be utilized
- This project is related to Leonor Lopez's project