

HSA Call Recording Software Biannual Surveillance Report 2025

Fields marked with an asterisk (*) are required.

General Description ▾



1. Please (a) describe the technology or technologies and (b) make a clear notation of which policy each technology corresponds to.

This Biannual Review pertains to Human Services Agency (HSA) Call Recording Technology. HSA Call Recording Technology is used to record and store audio recordings from phone calls handled by the HSA call centers. The system is configured to monitor when call center agents are on a call and captures the conversation as an audio wav file. The audio files are stored in a secured on-premises server. Authorized users (call center supervisors/manager) can log into the system to conduct quality assurance (QA) reviews of their staff's interactions with clients or retrieve a needed telephonic (verbal) signature.

2. How was the surveillance technology or technologies used by your department during the reporting period? Provide a 3-4 sentence description for each technology listed.

Call recording technology is primarily used for telephonic (verbal) signature, also known as Telsig. Telsig enables clients to attest to the validity of the info in their applications submitted electronically, during the course of a call with an HSA call center staff, eliminating the need for obtaining ink signatures. The net effect is saving clients and HSA staff time that would otherwise be spent on preparing packets, mailing them, receiving and processing the returned packet. In addition to Telsig, call recording technology is utilized for training and quality assurance (QA) purposes. For this use case, HSA call center supervisors and managers utilize call recordings for performance reviews and coaching.

Surveillance Technology Goals ▾



3. Has the surveillance technology been effective at achieving its identified purpose?

Yes

4. In 4-10 sentences, please explain how the technology has or has not been effective.

Use of call recording has been instrumental in reducing the number of client visits to HSA service centers;. As noted in the answer to the next question, close to 480,000 visits were avoided during the review period. Moreover, this technology has supported staff training, enhanced transparency, and ensured accountability in client interactions. Also as noted in the answer to the next question, call recordings were used in nearly 3,000 cases of employee performance reviews and for coaching purposes. Employees' knowledge of call recordings raises their awareness of being monitored and motivating them to be more mindful of their interactions with the public. This in turn fosters accountability since staff know there is a record of their phone conversations with clients, available to management for review. These effects are hallmarks of the Hawthorne effect in psychology: increase in the performance of people who are being watched and paid attention to.

4.a. Provide quantitative data to support your response. This should include crime statistics for the radius where the technology operates if that was a motivating factor in acquiring the surveillance technology.

During the review period, a total of 427,981 calls were handled by HSA call centers. This number represents the potential number of office visits that were dispositioned through our phone system instead of in-person visits.

In addition, call recordings were used in nearly 3,000 cases for QA and staff training purposes.

Complaints, Concerns and/or Accidental Receipt of Face Recognition Technology ▾



5. How many complaints or concerns has your department received from the public about the surveillance technology?

There have been no complaints or concerns received from the public about the use of HSA call recording technology.

6. Please summarize the complaints or concerns which your department received about the surveillance technology.

Not applicable since there were no complaints or concerns received during the review period.

7. How many complaints or concerns has your department received from the public about the receipt of information from face recognition technology?

Not applicable; HSA call recording technology is only auditory and does not process any visual information.

8. Please summarize the complaints or concerns which your department received about the receipt of information from face recognition technology.

Not applicable; HSA call recording technology is only auditory and does not process any visual information.

Violations ▾



9. Were there any violations of the Surveillance Technology Policy or Surveillance Impact Report, reported through community members, non-privileged internal audits, or through other means in the last year?

No

Requested Modifications ▾



10. Is your department requesting to modify the Surveillance Technology Policy or Policies covered in this report?

Yes

10.a. List a detailed request of the modification(s), clearly explaining (a) what the request is and (b) why your department is requesting to make this change.

HSA would like to utilize live call monitoring as an adjunct technology for training as well as quality assurance (QA) purposes. Other changes to be made to the STP are to update contact info on page 16 and to improve its readability. An updated Call Recording STP document has been submitted via email to COIT PSAB and will be submitted for review to the Board of Supervisors soon.