



# *Call Center Update*

## *Board of Directors*

---

*August 26, 2013*

# *Service Center Build & Infrastructure*

## **Building**

- 25,000 Sqf with 200 work stations of which includes Service Center Representatives, Management, Quality and Training
- 2 Training rooms supporting 48 trainees at one time
- Construction is complete

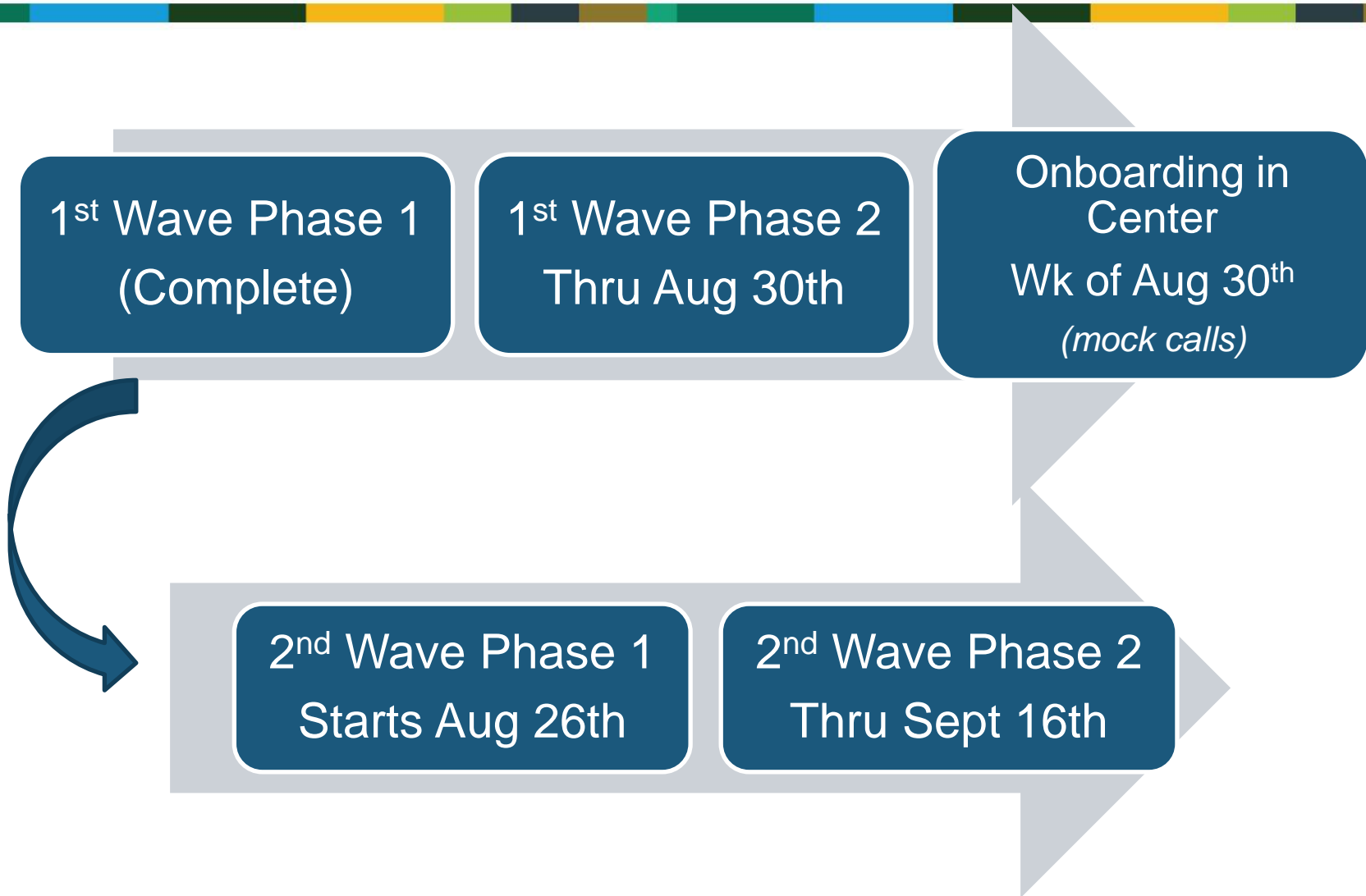
## **Infrastructure**

- Network and Technology implemented and complete
  - All desktops are tested and functional
  - Both physical and network security are in place

# Staffing Update

- Center Management and Support – Hiring complete
  - Center Director, Call Center Manager, Back Office Manager
  - Training, Quality Assurance, Workforce and Human Resource Managers
  - Trainers, Quality Analysts, Business Analysts, Policy Analyst, and Admin Assistant
- Call Center
  - Supervisor/Leads Hired
  - Call Center Representatives Hired (last round in progress)
- Back Office
  - Eligibility and Enrollment Supervisor/Leads
  - Eligibility and Enrollment Specialists
  - Finance Supervisor/Leads and 1 Mailroom Lead
  - Finance Specialists, Mailroom Specialists

# Training Plan



# Reception Area





# *Workstations*



# Workstations





# Quality Assurance Workstations





# Break Room



# Break Room

