



Call Center Transition

September 27, 2012

Planning: New Call Center

■ Original customer service contract

- ❑ **Image review** – Transferred to State Use vendor December 2010 (Bridgeway Training Services)
- ❑ **Transponder fulfillment** – Transferred to State Use vendor January 2012 (Ada S. McKinley Community Services Inc.)
- ❑ **Print and mail** – Transferred to State Use vendor January 2012 (The Printers Mark, a subsidiary of Transitions Mental Health Services)
- ❑ **Call center** – Emergency extension through December 2012

■ Call center plans

- ❑ Commencing construction of University of Illinois-Chicago (UIC) call center space
- ❑ Recommending a partnership with Chicago Lighthouse, a local State Use organization, for call center services
- ❑ Recommending extension of existing space and existing call center services to accommodate construction schedule



Highlights: New Call Center Operator

■ Call center overview

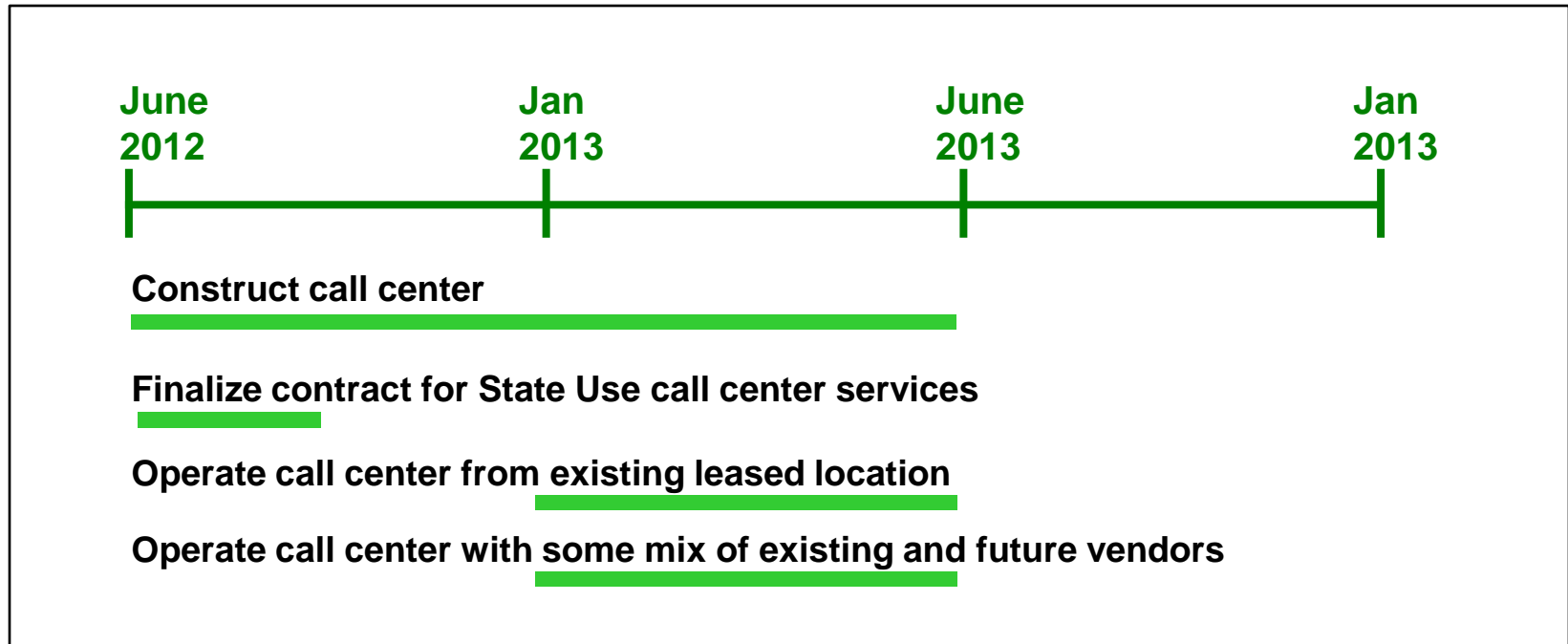
- ❑ Existing call center located in Lisle, IL and operated by TransCore LP
- ❑ New call center space under construction at University of Illinois – Chicago campus
- ❑ Processes 8,000 to 10,000 customer contacts per day
- ❑ Processes more than 27,000 payments received by mail monthly

■ Call center operator contract overview

- ❑ Recommended award of a five-year contract to Chicago Lighthouse
- ❑ Chicago Lighthouse is one of the nation's most comprehensive social service organizations
- ❑ The contract would provides more than 200 jobs for underserved communities, persons with disabilities and veterans
- ❑ Transition will involve detailed planning and training



Planning: Transition to New Call Center





THANK YOU