

Huerfano County Department of Human Services Call Center Standard Operating Procedures

A. Purpose of the Call Center

The call center is central to the operations of the Huerfano County Department of Human Services. It is a vital communications link to the customers, clients, and families who receive services from the department. The call center serves as a central resource to provide information to clients, accept and initiate applications, and to provide assistance to clients needing access to resources. The call center centrally manages all benefits related calls through a dedicated local number: 719-738-2810 ext. 111

B. Description of Call Center Operations

1. Hours of Operation: Monday through Friday from 9 am to 3 pm with lunch from 12:30 to 1:30 pm.
2. Initiates all new applications
3. Assists in Pending all Redeterminations
4. Assists in providing status of pending applications to clients
5. Assists in providing status of ongoing cases to clients
6. Assists in outreach and collection of sensitive information related to applications and ongoing cases
7. Serves as the initial point of contact regarding general information and assistance to clients in person and via telephone
8. Provides timely responses to telephone inquiries, information and referrals, and links clients to appropriate services
9. Receives and distributes messages and referrals to staff and service providers within the department of human services
10. Assists with ensuring the front desk and lobby are staffed during normal business hours

C. Call Center Roles

The call center is operated by the Call Center Technician. The Office Manager assists and works closely with the Call Center Technician. The position is supervised by the Assistance Payments Unit Supervisor.

Office Manager: The Call Center Technician and the Office Manager work together to manage the inflow of in person clients and to manage phone call inquiries concerning benefits. Together, they manage the EBT Card in Hand process, schedule appointments

for EBT card distribution, and schedule appointments for technicians to review applications and conduct interviews.

Assistance Payments Unit Supervisor oversees the operations of the Call Center and is responsible for

- a. Establishing, reviewing, and refining call center operations
- b. Manages sensitive client information
- c. Supports the Call Center by addressing concerns both with clients and with systems
- d. Conducts staff orientation and training on Call Center operations
- e. Ensures appropriate information is provided to callers and follow-up is conducted as required
- f. Ensures all pertinent information from the Assistance Payments Unit is disseminated to the Call Center Technician
- g. Reviews reports of Call Center activities to determine staffing requirements, assess training needs, identify issues with equipment, and to ensure all protocols are followed

D. Call Center Process

1. The Call Center Technician has “protected time” from 8 am - 9 am and 3 pm - 4 pm each day. During the morning protected time, the technician will
 - a. Check the voicemail and disseminate messages to appropriate staff or return phone calls to clients
 - b. Receive all applications turned into the dropbox overnight.
 - c. Initiate all new applications received overnight
 - d. Pend all redeterminations
 - e. The Call center Technician will complete all overnight response activities prior to opening the call center.

During the afternoon protected time, the Call Center technician will

- a. Complete initiating any applications that came in throughout the day
 - b. Complete any pending of redeterminations that came in throughout the day
2. At 9 am, the Call Center Technician will open the call center and begin responding to incoming phone calls and in person visitors. Throughout the day, the Call Center technician will
 - a. Meet with in person clients to receive applications and information related to applications or redeterminations
 - b. Answer all incoming call center calls
 - c. Return phone calls to answer client inquiries

- d. Support the Office Manager in answering the phones and answering the front door

E. Call Center Client Expectations and Experience

1. All phone calls and voicemails will be returned within one business day
2. All in person clients will arrive through the holding area of the office. Clients may be asked to wait in the holding area depending on office traffic and staff availability
3. Clients can have the expectation to speak with the Call Center Technician within 30 minutes. Wait times may vary and may be longer than 30 minutes depending on in person office traffic
4. If the Call Center Technician is not able to answer all questions, clients can expect to have an appointment scheduled to speak with an Assistance Payments Unit technician or supervisor. Clients may not have appointments scheduled on the same day although every effort will be made to answer questions while the client is present in the office