

The Client:

Pennsylvania Department of Public Welfare (DPW)

The Need:

Develop a comprehensive employment validation service incorporating an outbound call center function, web systems design and implementation and the coordination of training and support of over 100 statewide social services agencies. The goal of the project is to verify the employment, job retention, and medical benefits of Pennsylvania citizens transitioning from welfare rolls to competitive employment.

The Project:

InspiriTec was awarded this five year project from the Department of Public Welfare, for Verification of Job Retention and Medical Benefits for Welfare Recipients Placed in Employment.” InspiriTec creates and maintains productive working relationships with agencies contracted by DPW to provide job retention services. These agencies furnish the names of clients whose employment/retention is to be verified. The project is primarily an outbound calling activity; however because many clients either are not available when called or are difficult and hard to reach, multiple (up to six) phone calls sometimes need to be made. In addition, InspiriTec has established procedures (for the job retention service agencies) to encourage clients to call InspiriTec back in order to have their job retention statistics verified.

Some specific, unique aspects of this project include:

- Development of customized software by InspiriTec programmers and distributed to each participating agency, which easily enables agencies to enter the names, demographic information, and job retention data to be verified. This software also pre-checks entered information to assure that employment data passes the defined verification rules. The software then automatically encrypts and transmits information (via an email API) to PIBH/InspiriTec. Information is revalidated and imported into a GoldMine Customer Relationship Management (CRM) system for subsequent queuing and tracking by InspiriTec Call Center Operators. Reports are also generated from either GoldMine or customized reporting programs for transmission back to the agencies or DPW.
- Implementation of an eight seat call center for processing both inbound and outbound calls to agencies and DPW clients. This call center includes a creative use of phone systems as well as LAN and Internet technology, all developed and configured by InspiriTec technical staff. This call center is located in Philadelphia, and is close to the agencies and clients we need to serve.
- Development of a highly efficient and secure web site that enables agencies to receive training and software updates over the web. Development of web content to deliver the same.

- Development of training and procedure manuals for both call center staff and agency providers. Delivery of face-to-face training regionally to providers on a semi annual basis, or more frequently as needed.

This project requires validating the employment, retention, and benefits of 10,000 persons per year. Each validation requires multiple phone calls. The project is also unique in that it requires a combination of diligence, courtesy, professionalism, sensitivity, and creativity in finding clients and validating their information.