



# WELFARE PEER TECHNICAL ASSISTANCE NETWORK

## Site Visit – Call Centers - Essex County, NJ



Minneapolis, MN  
December 4 -5, 2007

*Hennepin County Human Services & Public Health  
1111 3<sup>rd</sup> Avenue South, Room 3712, Century Plaza  
Minneapolis, MN 55404*

### AGENDA

#### DAY ONE

8:00 – 8:30 AM

#### **Welcome and Introductions**

8:30 – 11:30 AM

#### **Program Manager and Supervisors Presentations**

This session will provide:

Break at 9:45

- An overview of the system
- How Program Managers use the system
- History of the system – Past/Present
- System functionality
- Staff Assignments

*Judy Peterson - Planning Analyst  
Ann Zager – Human Service Supervisor  
Jeanne Tazzioli – Human Services Program Manager  
Joe Gaspard - Human Services Program Manager  
Judy Sledge - Human Services Program Manager  
Tom Pingatore - Human Services Program Manager  
Lisa Groves - Human Services Program Manager  
Peg Douglass - Human Services Program Manager  
Human Services Supervisors (2)*

11:45 – 1:00 PM

#### **Lunch (on own)**

1:00 – 3:15 PM

#### **Technology Presentation**

This session will focus on the technology used to facilitate the systems' use. A review of the costs of the system technology will be shared.

Geoff Gruba – IT Supervisor, Network Communications  
Gregg White – Network Manager, Network Communications

3:15 – 3:30 PM

#### **Break**

3:30 – 4:30 PM

#### **Question and Answer Line Staff**

This time will allow Participants to ask questions of the line staff. Areas of interest are: How do staff like the system? Any dislikes? Functionality from a line staff perspective. Any additional questions are encouraged from the New Jersey contingent.

This session will conclude Day 1 and introduce the activities for Day 2.

## **DAY TWO**

8:30 – 12:30 PM

### **Call Center Tour – Government Center – 300 South 6<sup>th</sup> Street, Minneapolis Room 1222 – 12<sup>th</sup> Floor of Administrative Tower – Weapons Screening required**

The tour will allow site visit participants to view call center operations to include the system, live monitoring, functionality of interface with the State Welfare System (EZ Info), Reporting on Calls (wait time, length, etc...).

PA Supervisors will demonstrate monitoring techniques to include team numbers, historical reports, call queues, etc....

Line staff and supervisors will answer questions regarding day to day operations.

Managers will discuss training and evaluation tools, costs and other issues.

Andrew Ervin – Human Services Program Manager  
Moxamuud Abdallah – Human Services Supervisor  
Paul Gisselquist – Human Services Program Manager

12:30 – 1:30

### **Lunch (on own)**

1:30 – 4:00 PM

### **Discussion**

Minnesota will provide additional history of the call center's evolution and political issues that were encountered in developing and funding the system. This session will also provide an opportunity for additional questions and answers.

Bill Brumfield – Human Services Area Director  
Pat Mack – Human Services Area Manager  
Lee Berger – Human Services Area Manager  
Melanie Betts – Information Technology Supervisor

4:00 – 4:15 PM

### **Closing Remarks**

*Minnesota Department of Human Services Staff  
Welfare Peer TA Network Staff*