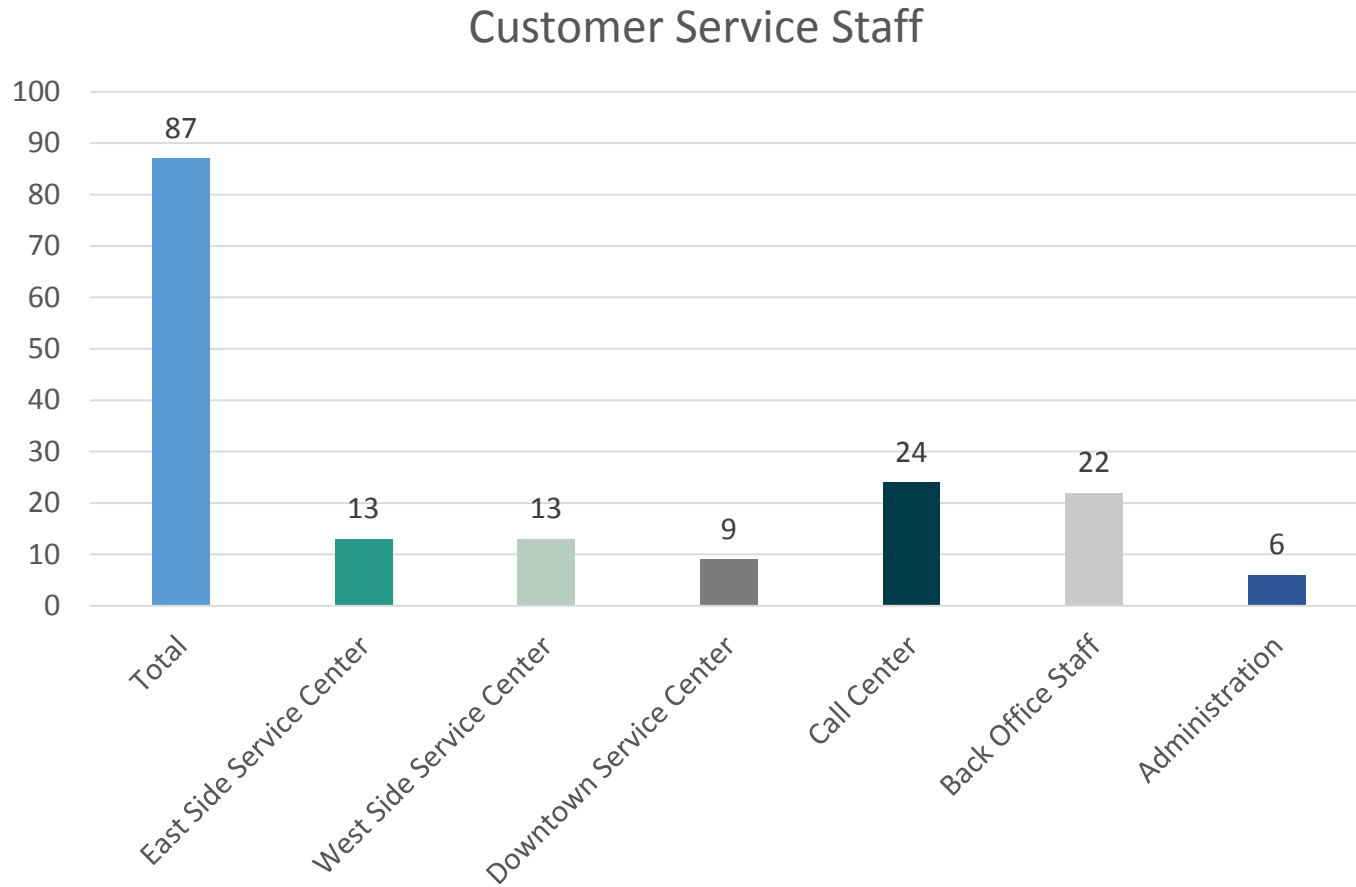


Customer Service Staffing



Current Customer Service Staff



Top Staffing Concerns



- Coverage to manage workload
- Leadership team to manage optimization
- Trained staff

Addressing Staffing Concerns



- **Hired three additional Team Leads**
- **Promoted a Team Lead to Professional Administrative Analyst**
- **Began utilizing Back Office Support staff during peak and busy periods**
- **Conducted training for call center staff**
- **Began plan for creating a training program for all staff**
- **Switched lunch and break times to create optimal coverage**

Optimal Staffing



- **Service Centers are currently staffed at or above optimal levels**
 - **Centers that are overstaffed will be evaluated and staff relocated as required**
- **Call Center requires an additional 5-10 employees to be considered optimally staffed**
 - **Relocating staff may cover some of these vacancies while remaining vacancies will require hiring**

Questions?