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Sedgwick County

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Legislation Details (With Text)

File #: 11-1004 **Version:** 1 **Name:** Relocate DIO Call Center
Type: Amendments to the CIP **Status:** Passed
File created: 9/20/2011 **In control:** Board of Sedgwick County Commissioners
On agenda: 10/5/2011 **Final action:** 10/5/2011
Title: AMEND THE CAPITAL IMPROVEMENT PROGRAM (CIP) TO INCLUDE RELOCATION OF THE CALL CENTER.
Presented by: Pete Giroux, Principal Analyst, Budget.

RECOMMENDED ACTION: Approve the amendment to the CIP.

Sponsors:

Indexes:

Code sections:

Attachments: 1. 11-30 Remodel DIO Call Center

Date	Ver.	Action By	Action	Result
10/5/2011	1	Board of Sedgwick County Commissioners	Approved	Pass

AMEND THE CAPITAL IMPROVEMENT PROGRAM (CIP) TO INCLUDE RELOCATION OF THE CALL CENTER.

Presented by: Pete Giroux, Principal Analyst, Budget.

RECOMMENDED ACTION: Approve the amendment to the CIP.

The Chief Information Officer has submitted a CIP Amendment Request to remodel the fifth floor of the Historic Courthouse. This remodel supports a move of the Division of Information and Operations (DIO) Call Center from the current location in the Munger building to a larger area in the Historic Courthouse. The project will remove some existing walls to accomodate workstations, improve lighting, provide data cabling and additional furniture as required and update the existing break area.

This larger space and relocation is needed to accommodate the transfer of four ComCare staff members to the Division of Information and Operations. This increased capacity will allow the call center to expand their services to include routine (non-crisis) calls to the Division of Human Services (DHS) and COMCARE. Those calls are currently being answered at a variety of reception desks where patient check in also occurs. Through this separation of tasks, DHS and COMCARE expect to improve call response service through this specialization while it reduces administrative staffing requirements by two positions. As with the implementation of the original call center, the department will be providing the necessary staffing for the expansion. As a result of this consolidation COMCARE and DHS staff also indicate that handling calls this way allows for reduced staffing levels, increased customer service and a more efficient way of doing business.

Alternatives: The project could be deferred and ComCare would need to find an alternative solution.

Financial Considerations: The project cost is estimated at \$34,701. DIO has made funds available from Records Management, (\$32,030) and Networking and Telecommunication (\$2,671) for transfer to the project, if approved.

Legal Considerations: None

Policy Considerations: None

Outside Attendees: None

Multimedia Presentation: PowerPoint