

Flatten the curve.

State and municipal government
remote call centers

Vaco is ready to help city and state governments in this time of crisis. We are local labor market experts with a deep pipeline of resources to help navigate this uncharted territory.

Our rapid response solutions allow you to deliver information fast to concerned citizens, healthcare providers, and small businesses.

Vaco can help.

Vaco is an engaged partner in the community with a ton of civic pride. We want to help state and local governments disseminate information to both citizens and businesses so they can navigate through this public health crisis. We can provide strategic solutions around establishing remote call centers to triage and resolve any information and communication backlog. With this solution, we hope to alleviate the fears of the general public.

TURNKEY SOLUTIONS

- » Capability and expertise to stand up physical or remote call center to triage calls regarding local response to COVID-19
- » Fully outsourced staffing to manage and handle call volumes

STRATEGY

- » Support on decisions regarding setting up a physical vs. remote call center
- » Engagement Manager as well as Site/Training Leads deployed to manage call center
- » Assistance on tailoring messaging and script for call center resources
- » Advice on HIPAA guidance/compliance

ONBOARDING & TALENT EXPERTISE

- » Our recruiting team has a long tenure in the market and the ability to quickly supply temporary resources for a variety of needs (call center/helpdesk, supply chain management, accounting compliance for small business, etc.)
- » Candidate selection, new hire paperwork and on-boarding temporary resources – fully turnkey
- » Payroll processing and HR support

IT SUPPORT

- » Provide resources with IT capability to answer and direct calls to appropriate department
- » Customized solution for local call volumes – VoIP via CloudCall or personal cellphones
- » Position resources with laptops if needed including required security and protection of personal health information if maintained on laptops vs. manual forms
- » Temporary solution regarding internet service to triage until service installed
- » Data and metric reporting of calls