

Virginia Department of Health Call Center

Suzi Silverstein, MA. RD.

Office of Emergency Preparedness, Assistant Director

(804) 864-7538

suzi.silverstein@vdh.virginia.gov

Purpose of Call Center

- Single point of contact to call and receive current and accurate information regarding a specific event or threat
- Support/augment local health departments ability to respond to calls
- Gather information from people that may have been affected by the event
- Guide messages delivered by the health department regarding the event
- **DO NOT:** provide any type of test results, make any type of medical diagnosis or give medical advice

Early Call Center Activations

- Component of statewide Pandemic Flu exercise in October 2006
- Measles 2009 First “real” activation of VDH Inquiry Center and 877-ASK-VDH3 phone line
- H1N1- April 2009- May 2010
 - VDH staff and contractors
 - Call volume 41-750 calcs/day



Control unit Test
Quota 11
Saves 2
General 2
New York 3
Total 22

States of Control
Arizona
California
Colorado
Florida
Georgia
Illinois
Indiana
Iowa
Kansas
Kentucky
Louisiana
Maine
Maryland
Massachusetts
Michigan
Minnesota
Mississippi
Montana
Nebraska
Nevada
New Hampshire
New Jersey
New Mexico
New York
North Carolina
North Dakota
Ohio
Oklahoma
Oregon
Pennsylvania
Rhode Island
South Carolina
South Dakota
Tennessee
Texas
Virginia
Washington
West Virginia
Wisconsin
Wyoming



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COVID-19

- Moved to Vital Records space from Madison Bldg
- Started with VDH “volunteers” while hiring contractors
 - Hiring process ~ 4 weeks
- Call volume 2000 calls per day
- Estimated lost calls 2000+/day
- FEMA funded emergency contract with Deloitte
 - February 2021 - June 2022
 - Experienced call center vendor
 - Technology, Tools , Resources, Expertise
 - Ability to surge staffing within 3 days
 - Averaged 20,000 calls/day

VCIC Inbound Call Volume Summary : 2/8/21 – 12/31/21

LEADERSHIP SUMMARY: During the year beginning 2/8/21 and ending 12/31/21, operators on the program handled 961,495 inbound calls with an abandonment rate of 4.71% and 678,652 Outbound calls. 142,986 calls were blocked or redirected by the system.

Inbound Calls	February	March	April	May	June	July	August	September	October	November	December	Total
Calls Offered	174,178	396,491	236,894	49,596	10,147	4,806	11,936	35,242	31,039	29,472	29,184	1,008,985
Calls Handled	162,747	381,407	225,505	47,156	9,756	4,654	10,551	31,493	30,627	29,041	28,558	961,495
Calls Abandoned	11,431	15,084	11,389	2,440	391	152	1,385	3,749	412	431	626	47,490
Abandonment Rate	6.56%	3.80%	4.81%	4.92%	3.85%	3.16%	11.60%	10.64%	1.33%	1.46%	2.15%	4.71%
Avg. Handle Time	6.26m	5.62m	6.58m	6.79m	6.11m	5.56m	4.67m	5.23m	5.74m	5.72m	5.56m	6.00m
Avg. Speed of Answer	1.81m	1.40m	0.83m	0.65m	0.42m	0.45m	6.00m	18.59m	0.89m	2.59m	0.30m	1.88m

VDH Call Center 2022

- FEMA \$\$ and Deloitte contract ended June 2022
- VDH Call Center Manger hired 11-21 to manage transition to VDH Center
- 2 supervisors and 16 staff
- Call center technology at VDH
- Bilingual staff and language line
- Limitations
 - Ability to surge staff takes 4 weeks
 - VDH does not have Call Center SME's

VDH Call Center - Call Volume 2022 YTD

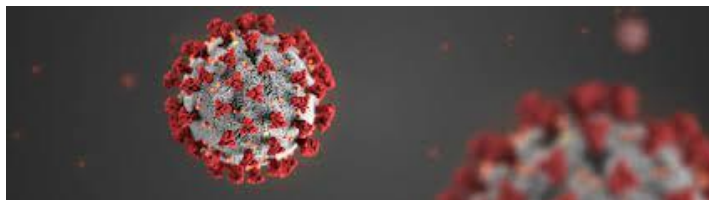
(through 10/21/22)

Covid19: 84K calls

Vaccine Record Requests & Data issues are top call drivers (~ 30K)

Appointment related calls are next highest (~ 11K)

** We have handled over 600 calls on MPX since August*



Disposition Name	Inbound Handled
Vaccine Record Request	16,010
Record Request: Data Issue Resolved	11,888
Null	11,702
Scheduled/Rescheduled Appointment	7,427
COVID: Test Results	6,410
COVID: General Questions	4,969
Vaccine: Booster/3rd Dose Inquiries	4,922
Vaccine Card Question	3,905
COVID: Testing Location	3,383
Vaccine: General Questions	2,517
Scheduled Appointment	1,890
No Disposition Available for Call Type	1,354
Other: Other	809
No appointment available	784
Record Request- CVD Referred to Data	724
Monkeypox	626
Non Covid / Non Vaccine Questions	595
Scheduling Issue	590
Transfer to other skill	552
COVID: Testing Appointment	513
Cancelled Appointment	492
Pediatric (Under 18) Vaccine Inquiries	491
Record Request- Non CVD Ref to Data ..	285
Referred to walk in clinic	223
Already Vaccinated	204
Other: Therapeutics locator	192
Pediatric (Under 18) COVID Inquiries	151
Other / Not listed	141
Record Request- CVD Name Data Issue..	115
Declined Appointment	25
Resident Unable to be scheduled	13
Record Request- CVD Address Data Iss..	8
TOTAL	83,910

VDH Call Center - Call Volume 2022 YTD

(through 10/21/22)

Vital Records: 91K calls

In Feb. 2022 we began a pilot program to assist Office of Vital Records w/ their call volume

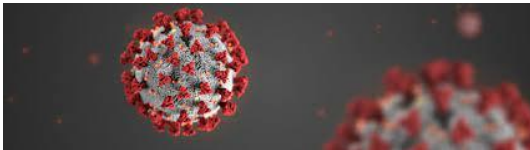
In April 2022 the VDH call center became the primary call center for OVR

- We escalate the complex calls to the Main Office in Richmond

We assist constituents with questions about applications and the status for:

- Birth, Death, Marriage and Divorce certificates

** Combined, the VDH Call Center has handled 175K call YTD!!!*



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VDH Call Center -moving forward

- VDH managed or contract for vendor?
- Expand use of call center to other offices and districts?
- Long Term funding as service expands?