



## HUD/PIH Real Estate Assessment Center TAC Hotline

CCSi currently provides a 22-person unit to manage and operate the Public and Indian Housing/Real Estate Assessment Center Technical Assistance Center (TAC) Hotline. The TAC provides real-time program guidance and technical assistance to and answers policy and program questions from Public Housing Authorities, management agents, residents, HUD field offices, property inspectors, financial professionals, other government officials, Congressional staff and the general public. The TAC generates specific and *ad hoc* management reports to REAC executives that document and evaluate operational efficiency, program effectiveness, and customer service levels. Emails and written correspondence are also received, tracked and answered. We operate under a firm fixed price contract with payment dis-incentives applied should operational performance not achieve pre-determined standards.

Our business approach and philosophy for the TAC is based on our commitment to quality management and activities to achieve an ISO 9001:2000 certification for REAC's operation of the TAC Hotline. The CCSi TAC Team integrated the existing TAC "coaching" concept into the company's corporate ISO 9001:2000-certified training program, its mentoring program, and its employee development strategies.

Our depth of knowledge of call center technology in both the public and commercial sector allowed CCSi to seamlessly transition from the previous incumbent contractor and to maintain and build upon the TAC's knowledge capital. A combination of better utilization of technology and CCSi's business practices has allowed us to plan a improved efficiencies in the TAC staffing plan and to meet or exceed, for the duration of the contract, our performance metrics despite an expectation for increased call center activity.