

**Office of State Budget and Management**  
**Establish New, Receipt-Supported Positions**  
(G.S. 143-34.1)

**Agency:** DHHS

**Division:** Division of Social Services

**Budget Code:** 14440

**Center Title:** Food Stamp Customer Services Center

**Center Number:** 1130

**\*\*\* Position Information \*\*\***

**Proposed Classification:** Customer Svc. Representative (Prog. Asst. V)  
Customer Svc. Supervisor (Admin. Assist.)  
EBT Call Center Manager (Admin. Assist. II)

**Proposed Salary Grade:** 61 (A)

**Proposed Salary Grade:** 65 (B)

**Proposed Salary Grade:** 70 (C)

**Salary Range:** (A) Pay Grade 61 \$22,251 - \$33,562

(B) Pay Grade 65 \$25,698 - \$39,789

(C) Pay Grade 70 \$31,940 - \$49,709

**Proposed Effective Date:** 04 /01/04

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**Number of Positions:** 30 Customer Svc. Representatives  
3 Customer Svc. Supervisors  
1 EBT Call Center Manager

**Total of 34 Positions**

	<b><u>Authorized Budget</u></b>	<b><u>Current Request</u></b>
Total Budget	\$ 0	\$ 1,204,063*
Receipts	0	\$ 1,204,063
Appropriation	\$ 0	\$ 0

\*annualized amount

**Funding Source(s):** Federal Food Stamp Funding (50%) and County Funding (50%)

**Justification for Position (including description of duties and responsibilities):**

The NC Department of Health and Human Services contracts with eFunds Corporation for Electronic Benefits Transfer (EBT) processing of food stamp benefits to qualified North Carolinians. The contract covers the processing of all EBT functions and services, including the operation of an EBT Help Desk which has responsibility for processing recipient calls relative to benefits availability or access. The eFunds Recipient Call Center is currently located at an international call center facility in Mumbai, India. The State has elected to modify its contract with eFunds to bring this offshore function back to the State of North Carolina. As a result of this decision, the Department must establish State positions to staff the EBT Call Center that will be located in Everetts, North Carolina, same location as the Child Support Enforcement Call Center.

The EBT Help Desk function must be made available to food stamp recipients on a 24 hour/7 day basis. This 24/7 access will be provided through a combination of an Automated Response Unit (ARU) and interaction with call center staff. Presently the eFunds EBT Help Desk handles an average of 41,389 calls per month based on October, November and December call data. The Department is requesting permission to establish up to 34 positions to staff the EBT Call Center and facilitate responding to recipient inquiry when interaction with a person is requested by a food stamp recipient. These positions, along with the ARU, will provide Help Desk support to recipients of the North Carolina Food Stamp Program. Based on call data, the most frequent recipient calls requiring interaction with a person involve account balances, reporting lost cards, and benefit availability schedule.

Statutory Reference for Request:

Allyn Guffey

Presentation to be made by

Director, Budget and Analysis

Title

Pheon Beal

Agency Head Signature

State Budget Officer Signature