## Key Activities

- July: FirstRule Group and Interim Executive Director hired
- August/September: 60+ Community interviews conducted
- October: User Design Workshop with clients, call center staff
- November: Board Retreat/Key Findings

Key Activities July – December

- July: 3-month interim contracts begin with legacy call centers
- RFP Proposal received
- August: Single Call Center selected
- September: statewide call center announced
- September/December: Transition to single call center

