



ENGAGING SOLUTIONS

we answer to business™

3965 NORTH MERIDIAN STREET, SUITE 1 B INDIANAPOLIS, IN 46208

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www.engagingsolutions.net

CAPABILITY STATEMENT

Company Data

Engaging Solutions, LLC core competencies are Call Center Services, Fiscal Management and Accountability, Stakeholder Engagement, Program Compliance Monitoring, and Diversity Services

Certified as a

Minority/Women/Disadvantaged Business Enterprise in Indiana; as a Minority/ Women Business Enterprise in Georgia, Illinois, Kentucky, Missouri, Virginia, Tennessee; Small Business Administration 8(a)

NAICS Codes 541611, 56142, 541211, 541219, 541990

UNSPC Codes 93151606, 80161502, 80101600, 93142101, 80101504, 84110000, 92101503, 85122200, 85101700, 93131700

Awards

- Indiana Minority Supplier Development Council Supplier of the Year (2012)
- Mayor's Celebration of Diversity Nominee (2011)
- YWCA Salute to Women of Achievement (2011)
- Indianapolis Public School District Office of Supplier Diversity Partner of Excellence (2011)
- Indiana Black Expo Emerging Business Award (2009)
- Governor's Award for Achievement in Business & Entrepreneurship (2007)
- Indianapolis Black Chamber of Commerce New Entrepreneur Award (2007)

Contact Information

Debbie Wilson
Managing Principal
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EXPERTS IN

Fiscal Management and Accountability

- Controllership Services
- Financial and Compliance audits
- Agreed-Upon Procedures
- Reviews and Compilations
- Fiscal Reviews and Analysis

Program Compliance Monitoring

- Internal Audits
- Quality Assurance and Internal Controls
- Development and Implementation
- Corrective Action & Enforcement Tracking

Call Centers

- Customer Service (Inbound Services)
- Telephonic Outreach (Outbound Services)
- Collections
- Surveys, Public Opinion Polls, Feedback calling
- Health Risk Assessments and Lifestyle Management Coaching
- Help Desk and Technical Support
- Appointment Reminders
- Staff Augmentation
- Outsourcing

Stakeholder Engagement

- Outreach
- Communication Strategies and Marketing
- Facilitation
- Meeting Planning and Logistics
- Strategic Planning
- Quantitative and Qualitative Research
- Certified Training Consultant

Diversity Services

- Supplier Diversity and Outreach
- Compliance Monitoring
- Diversity, Inclusion, Cultural Competency Training

DIFFERENTIATORS

- Our firm is made up of professionals who know government inside out – More than 75 years combined experience
- Our Project Managers have been dispatched to 8 states and most major cities in Indiana
- Offer 1-stop shopping from planning to implementation and monitoring
- Certified as Minority/Women in 7 states, and hold national 8(a) certification with the Small Business Administration



PAST PERFORMANCE

- Call center operations for healthcare, disparity study and other research projects since 2007
- Auditing/Program compliance monitoring of Indiana's Medicaid Administrative Claim, Energy Assistance Program, Davis-Bacon Standards, Section 8 and other housing programs since 2008
- Led stakeholder/community outreach/public engagement activities for some of Indiana's largest construction projects, community development and public policy initiatives
- Supplier diversity liaison and diversity/inclusion subject matter expert for public, private and non-profit entities in several states

RATED BEST IN CLASS BY OUR CLIENTS!

- WellPoint
- InteCare
- Indiana Civil Rights Commission
- Centene
- Express Scripts

