



ACT Honored by State of Tennessee for Workforce Development

News Release Issued October 11, 2006 JOHNSON CITY, Tenn.— “People with disabilities often have a stronger desire to contribute in the workforce,” according to Dave Quick, corporate vice president of human resources for Advanced Call Center Technologies, Inc., 3035 Boones Creek Rd..

Quick recently received the International Individual Citation Award from the International Association of Workforce Professionals for employing people with disabilities, joining past award recipients--former presidents Harry Truman and John F. Kennedy.

It is one of the highest awards presented by the IAWP organization, according to James Neeley, commissioner of the Tennessee Department of Labor and Workforce Development.

“It is evident Dave Quick has been a leader in Tennessee and the nation in fulfilling diversified workforce challenges,” said Teresa Broome, regional manager for the department.

“At ACT, we seek employees who want to be successful,” Quick said. “The basic skill set we look for are basic computer skills and excellent communication skills. We have a phenomenal training department that can give individuals the knowledge they need to be successful from there. We employ a very diverse workforce and everyone is given a chance to excel and move up in the company,” Quick said.

The IAWP award commended Quick for “integrating individuals with disabilities into all aspects of ACT’s workforce, encouraging other employers to hire people with disabilities, providing leadership in the Tennessee Customized Employment Project Management Team and continuously striving to change the attitudes of other employers toward people with disabilities.”

Nominating Quick for the award were Broome, Jimmy Zukas of the Tennessee Division of Rehabilitation Services/Tennessee Department of Human Services, Teresa Smith of the University of Tennessee Corporate Connections/Center on Disabilities and Employment, and Joe Wallen of the Tennessee Customized Employment/Alliance for Business and Training.

“All too often employers are reluctant to hire people with disabilities because they are not sure how to handle the accommodations that may be required. We work very closely with local agencies to recruit individuals with disabilities, and if there is an accommodation we have not dealt with in the past, they are there to give us the assistance we need to get them the tools required to be successful on the job,” Quick said.

The ACT call center opened in Johnson City in 2002. In January 2006, ACT occupied a 10,000 square foot building addition “to accommodate more business, again due to the outstanding workforce in the area and the incredible support from the community,” Quick said.

The Johnson City Business Magazine, published by the Chamber of Commerce and Economic Development Board, in a recent article said, "Studies have shown that the impact of having a diverse workforce and selling to diverse markets is paramount in maintaining a competitive advantage and influencing organization growth."

About ACT Corporation

Founded in 1996, ACT was founded in Georgia to supply CRM services. In 2003, ACT partnered with private equity fund CD Ventures to support capital expansion. ACT a privately help corporation. Headquartered in Berwyn, Pennsylvania, ACT delivers services from US based and offshore sites.

For more information regarding our services, please call 866.745.5231 or email us at info@acttoday.com.

Source: Tennessee Department of Labor and Workforce Development
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