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MAXIMUS Call Center Recognized for Operational Efficiency and High Quality Customer Service

-Georgia CAPS is the Company's Seventh Call Center Certified as a Center of Excellence-

RESTON, Va.--(BUSINESS WIRE)-- MAXIMUS (NYSE: MMS), a leading provider of government services worldwide, announced today that its Georgia Childcare and Parent Services (CAPS) call center has been recognized as a "Certified Center of Excellence" by BenchmarkPortal in collaboration with the Center for Customer-Driven Quality (CCDQ).

Georgia CAPS is a statewide program that helps more than 57,000 children from low-income working families and families receiving Temporary Assistance for Needy Families (TANF) benefits access child care services. MAXIMUS provides childcare provider management and payment services each month for an average of 4,400 providers across Georgia's 159 counties. Through a local office in Atlanta, the Company provides attendance processing services and issues payments to childcare providers. Additionally, the Company provides compliance, verification and documentation support, and compiles data for federal reporting.

BenchmarkPortal audited the Georgia CAPS call center against a balanced scorecard of metrics for efficiency and effectiveness and found the project ranks among the top ten percent of call centers surveyed. The Georgia CAPS project met and surpassed BenchmarkPortal's rigorous standards of efficiency and effectiveness in areas such as cost per call, agent turnover, speed of answer, and caller satisfaction.

"The certification of our Georgia CAPS project is evidence of our commitment not only to deliver high quality services to child care providers across the state, but also to provide efficient and cost-effective services for the Georgia Department of Human Services," commented Akbar Piloti, President and General Manager of the MAXIMUS Human Services Segment.

"Those contact centers that demonstrate superior performance on both cost-related metrics and quality-related metrics compared with their industry peers earn the award," commented Bruce Belfiore, CEO of BenchmarkPortal. "Georgia CAPS has demonstrated an ability to balance a commitment to customer service excellence with cost-effective service strategies."

About MAXIMUS

MAXIMUS is a leading provider of government services worldwide and is devoted to providing health and human services program management and consulting services to its clients. The Company has more than 6,500 employees located in more than 220 offices in the United States, Canada, Australia and the United Kingdom. Additionally, MAXIMUS is included in the Russell 2000 Index and the S&P SmallCap 600 Index.

About BenchmarkPortal, Inc.

BenchmarkPortal is the custodian of the Center for Customer-Driven Quality database of contact center metrics, the largest in the world, which was founded at Purdue University. It provides reports, products and services for contact centers in the areas of benchmarking, certification, training and research. For further research information, visit www.BenchmarkPortal.com.

MAXIMUS
Lisa Miles, 800-MAXIMUS x11637

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