



Q&A: Expansion to Virginia Building Our Future

Below are answers to questions you may have about our exciting announcement that we are adding an office in Virginia.

Why did eHealth Technologies select Southwest Virginia for its new office?

The economic development team, with support from Scott County, created a truly unique incentive package for us, with a focus on the highly motivated workforce in the region.

As part of the incentive package, we are partnering with the local community college to access recently graduated students and receive assistance with training and onboarding new Operations team members.

Where is the new office?

The office will be in Scott County, which is known as the East Coast's new center for electronic information technology businesses. We are working on location options for the office.

When will the new office open?

We are progressing in our planning process and aim to open our doors in January.

What is the significance of this Virginia expansion for eHealth Technologies?

This expansion is very important to eHealth Technologies and our clients. Having all U.S.- based employees in one location served us well when we were a smaller company. As we continue to grow, diversifying to other locations reduces the risk associated with having all employees in one location. Business continuity is top of mind for us and our clients—the pandemic has taught us that. There is also risk of natural disasters, technology outages, etc. Adding sites reduces our risk considerably.

We also believe that diversifying our work locations brings opportunities for continuous improvement as we onboard team members with different perspectives and experiences.

How much money is eHealth Technologies investing in the new site?

eHealth Technologies is making a capital investment of \$375K. We received significant grant funding and incentives to cover additional expenses.



What will the Virginia office be used for?

The site will provide a home base for Operations team members in that area and used for training, meetings, and workspace for those who require it.

Will employees in Virginia be structured the same way as the Operations team is set up in Rochester?

Yes, the new office will be aligned with the same functional model, where we can take entry level candidates into any of the functional areas. We will start with recruiting candidates to join the Outreach and Fulfilment teams.

Will there be managers based in Virginia, or will new Virginia team members report to managers in Rochester?

Our goal is to have adequate leadership onsite at our Virginia facility. Our plan includes undertaking a search for a Manager/Director who will provide this leadership in Virginia.

Will I be able to transfer to the Virginia office?

Our ongoing growth offers more opportunities for employees, and those who have an interest in transferring to areas nearby to the Virginia office would be able to do so.

Will I be forced to transfer to the Virginia office?

No, we will not be transferring employees unless an employee requests a transfer and there is a mutually suitable opening.

How many employees will be hired to work in Virginia?

We are looking to grow to 160 jobs in Virginia over a five-year period. In the first year we are looking to bring on 33 full-time employees, with another 40 in the second year. We will also continue to hire employees in Rochester and Hyderabad.

Will there be any job cuts as a result of adding a new office?

This is about growth and adding employees. We have no plans for staffing reductions as a result of opening our new office. We look forward to recruiting talented team members to join our workforce at all of our locations.

Will employees at the new Virginia office be able to work remote?

The same remote work policy for the Rochester office would apply to the new office. Most, if not all of the workforce may be able to work remote to fulfill their roles – dependent upon their ability to meet technology requirements for a remote work set-up and their ability to demonstrate proficiency in job duties.



How will new employees be recruited and trained?

We are partnering with Mountain Empire Community College to help identify candidates and provide training. Plans are underway to have an initial training class begin in January.

How will faculty at the college be given the information they need to train new employees?

We have already started our discussion with the VP of Academic Affairs and Workforce Solutions regarding the number of candidates we need. We will supply training materials for faculty, and they will facilitate new employee training using their educational resources.

Do you have additional questions? Please contact [Jeff Markin](#), CEO.