

# New call center to hire workers with special needs

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Some call center jobs will be at CSC Station in Wilmington. Some will be remote. (Pexels photo by Tina Miroshnichenko)

A call center is being set up in Wilmington that will focus on the medical industry and on employees with special needs.

By the end of 2025, BlindSight Delaware Enterprise plans to hire 227 Delawareans who are blind or visually impaired, have other disabilities, are military veterans and/or live in economically disadvantaged Promise Communities in New Castle, Kent and Sussex counties.

Most employees will be full-time medical schedulers, whose duties will include scheduling and confirming appointments, answering questions, providing directions and reminders and resolving problems for patients of Beebe Healthcare and other providers that contract with Blindsight.

Some jobs will be in CSC Station, a co-working space next to the Wilmington train station. Some will be fully remote.

Blindsight is a 501(c)(3) nonprofit social business enterprise founded in 2021 by Blindsight Delaware (a nonprofit founded in 1909 and once known as as Delaware Association for the Blind) and The Chicago Lighthouse.

The announcement came from the Delaware Prosperity Partnership, which called it a “\$2.3 million regional medical scheduling hub.” It will draw contracts from Philadelphia, Southern New Jersey, Baltimore and Chicago, CEO John Baker said in a statement.

Blindsight has received a grant of up to \$608,000 from the Delaware Strategic Fund, contingent on meeting various goals.

Nationwide, the demand for medical schedulers has increased dramatically since the COVID-19 pandemic escalated turnover in hospital staffing.

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