

TO HHSC ADMINISTRATION AND STATE LEGISLATORS:

We, the undersigned staff of the Health and Human Services Commission, call on agency leaders and elected officials to address the crisis in our agency. We need:

MORE STAFF! Last year HHSC canceled its \$315 million contract with Maximus for CHIP enrollment and shifted that work onto state employees in the agency. The agency has still not hired any additional staff to take on this increased workload, even though the state is now saving the millions of dollars it was paying to Maximus. To make matters worse state workers now have to fix thousands of Maximus' enrollment mistakes.

In addition, with the rollout of www.healthcare.gov our agency now has a backlog of 114,000 account transfers (possible Medicaid eligible applicants) to process. Our workloads

were already too high and now staff across the state are being pushed to the breaking point to complete their work.

ACROSS-THE-BOARD PAY RAISES! The meager pay raises of 1% last September and the 2% raise coming up are not nearly enough to make up for the 5 years we went without any raises. The cost-of-living continues to climb along with our out-of-pocket health care costs. We need a real pay raise to reduce turnover and to help keep experienced staff on the job.

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