



INCREASE STAFFING TO IMPROVE SERVICES

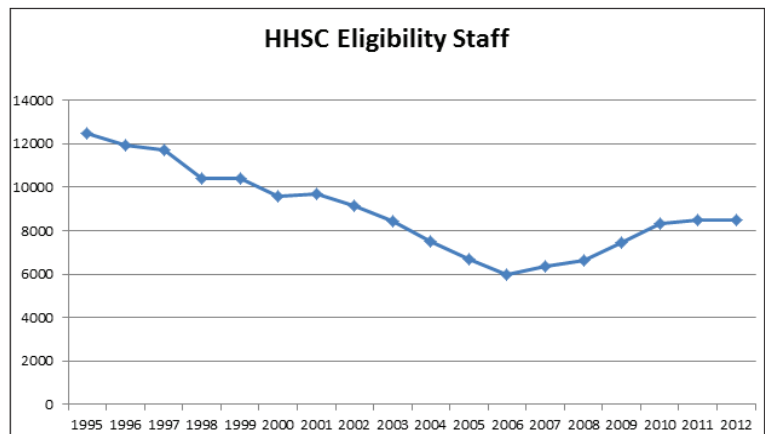
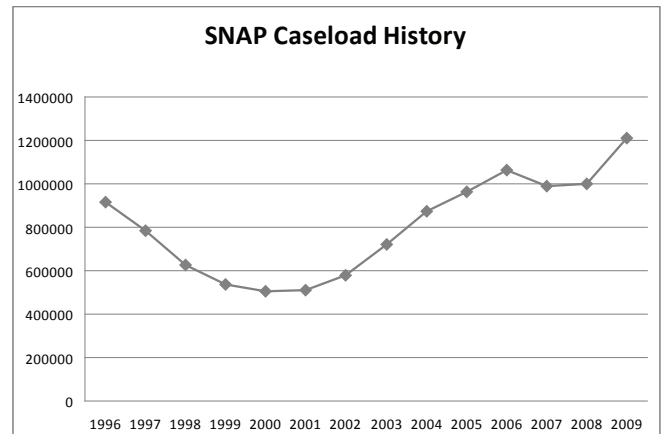
The number of eligibility workers in HHS agencies has not kept pace with the increase in Texans applying for assistance. For example, over the last 10 years the number of Texans in the SNAP program has doubled, while the number of eligibility workers has not increased. This has caused workloads to reach unmanageable levels. More state workers are needed in local offices to decrease this workload and keep up with Texas' population growth. At least an additional 600- 1000 staff are needed to bring workloads to a reasonable level.

- **High caseloads cause staff turnover**

Turnover in HHSC is at 16.7% according to the State Auditors' office. Besides additional costs of constantly training and hiring more new staff, the high turnover rate itself causes the workload to increase in cyclical fashion. In exit surveys, the number one reason that employees leave HHSC is because of unmanageable workloads.

- **Error rates directly related to high workloads**

It is common for workers to be scheduled to interview a client every 30 minutes. This leaves no time for careful review of the case, which leads to errors. Clients may be delayed in accessing benefits they qualified for because of these oversights.



TSEU ASKS THAT YOU:

Support funding for an additional 600-1000 eligibility staff to keep up with Texas population growth as well as bring down current caseloads.

Support funding of HHS LAR Exceptional item #3 that would add staff for projected ACA Medicaid caseload growth.