



STOP THE PRIVATIZATION OF STATE SERVICES

Privatization doesn't work

Privatization in Human Service agencies continues to fail and cost taxpayers millions of dollars a year. The disastrous attempt to privatize eligibility determination from 2003 – 2007 caused massive disruptions in client services and cost Texas \$543 million.

Currently, private contractors perform support for eligibility work and administer other HHS programs. These contractors consistently fail to provide a level of service comparable to State agency standards. As a result, work is duplicated, clients experience more delays and barriers to accessing services, and only the state workers are held accountable.

EXAMPLES:

- **Privatized call center increases error rates**
Currently when Texans call 211 to apply for benefits or to report changes in their household, these calls are handled by call centers operated by Maximus. According to the Jan 2013 HHSC timeliness report, these applicants/clients experience more delays in getting their application/case processed than Texans whose cases were handled by their local office.
- **Privatized Human Resources has been prone to error**
AccessHR/CAPPS has caused confusion, delays in compensation, vacation and comp time errors, and errors in leave time and pay. It is also harder for frontline employees without computer access to interface with their benefits.
- **Clients left with nowhere to turn**
Private contractors that coordinate Medicaid services for clients are not being held accountable and do not provide the level of service that clients need. When clients have problems coordinating their care, a maze of contractors must be navigated to get issues resolved. This causes a hardship for many clients.

TSEU ASKS THAT YOU:

Support HB 486 to improve contracting oversight.

Oppose further attempts to contract out state services and programs.

Oppose expansion of CAPPS to other state agencies.