

RESOLUTION NO. 2023-8

RESOLUTION BY THE FINANCE AND HUMAN RESOURCES COMMITTEE AUTHORIZING A CONTRACT WITH CONDUENT STATE AND LOCAL SOLUTIONS, INC. FOR A PERIOD OF SEPTEMBER 1, 2023 TO DECEMBER 31, 2024 AND THE TRANSFER OF \$36,000 WITHIN THE 2023 CHILD SUPPORT BUDGET

To the Honorable Members of the Racine County Board of Supervisors:

BE IT RESOLVED by the Racine County Board of Supervisors that the transfer of funds as set forth in Exhibit "A," that is attached hereto, within The Child Support 2023 Budget is authorized and approved; and

BE IT FURTHER RESOLVED by the Racine County Board of Supervisors that a contract with Conduent State & Local Solutions, Inc. as set forth in Exhibit "A" which is attached hereto is authorized and approved for a period of September 1, 2023 to December 31, 2024, subject to any changes deemed necessary and appropriate by the Corporation Counsel and the Finance Director.

Respectfully submitted,

1st Reading _____

FINANCE AND HUMAN RESOURCES COMMITTEE

2nd Reading _____

BOARD ACTION

Donald J. Trottier, Chairman

Adopted _____

For _____

Against _____

Absent _____

Robert N. Miller, Vice-Chairman

VOTE REQUIRED: 2/3 M.E.

John A. Wisch, Secretary

Prepared by: Corporation Counsel

Scott Maier

Nick Demske

Jody Spencer

Jason Eckman

The foregoing legislation adopted by the County Board of Supervisors of Racine County, Wisconsin, is hereby:

Approved: _____

Vetoed: _____

Date: _____,

Jonathan Delagrave, County Executive

3 **INFORMATION ONLY**

4
5 **WHEREAS**, currently, all calls into the child support agency phone line are answered by
6 the in-house call center, which is staffed with two employees, one county and one contracted;
7 and

8
9 **WHEREAS**, recently, it has been difficult to recruit and retain quality candidates,
10 especially for the contracted position; and

11
12 **WHEREAS**, even after the hiring process is completed, it takes at least one month to
13 train a call center worker to be minimally self-sufficient; and

14
15 **WHEREAS**, because call center work is relatively stressful for staff, and due to the
16 relatively low pay and lack of benefits for the contracted position, we are vulnerable to losing call
17 center staff after investing significant time and resources for training; and

18
19 **WHEREAS**, when either position is vacant or is in training, child support caseworkers
20 are diverted to covering the call center, and are not working their cases, which adversely affects
21 performance and morale; and

22
23 **WHEREAS**, even when the positions are filled, caseworkers are often diverted for
24 coverage when call center staff is sick or on vacation; and

25
26 **WHEREAS**, Conduent is a state disbursement unit for child support in Wisconsin and
27 administers a call center for Wisconsin child support agencies who elect to participate; and

28
29 **WHEREAS**, participating counties include Milwaukee, Waukesha, La Crosse,
30 Sheboygan, St Croix, and Barron; and

31
32 **WHEREAS**, these participating counties report that their experience with Conduent's call
33 center has generally been positive in terms of hold times, providing correct information to
34 callers, and the rate of resolving matters as opposed to referring calls to caseworkers; and

35
36 **WHEREAS**, when problems have been discovered, counties report that Conduent has
37 been responsive and cooperative about fixing them; and

38
39 **WHEREAS**, call center services could be out-sourced to Conduent without increasing
40 expenses as follows:

41 Current costs (2023 budget):

42 \$68,339 (total cost of county call center employee)

43 \$112,224 (cost of 3 contracted staff – call center, receptionist, clerical position)

44 \$180,563 (total)

45 Contracting with Conduent:

46 \$108,000 (Conduent estimate of \$9,000/mo based on approx. 100/day incoming calls)

47 \$68,339 (county call center employee doing work of receptionist and clerical position)

48 \$176,339 (total)

49
50 **WHEREAS**, if we transition to Conduent, the contracted call center, receptionist and
51 clerical positions could be eliminated to keep costs steady; and

52
53 **WHEREAS**, the contracted call center position would no longer be needed, and the
54 county call center position could be re-purposed to cover the duties of the contracted clerical
55 and receptionist positions; and

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3

4 **WHEREAS**, we could accomplish this without reducing quality of services by placing the
5 county person at the reception window on our 2 court days per week, and utilizing HSD
6 receptionists at 1N to provide basic informational service to walk-ins; and

7

8 **WHEREAS**, additional efficiencies would result from supervisors not having to recruit
9 and train call center staff, and caseworkers not being diverted to covering for absent call center
10 staff; and

11

12 **WHEREAS**, Conduent needs 3 months lead time once we commit to them; and

13

14 **WHEREAS**, out-sourcing call center services to Conduent would result in better call
15 center services, and more staff time devoted to activities that provide real child support services
16 to our customers, and improve performance.

EXHIBIT "A"

Fiscal Year: **2023**

ACCOUNT NAME	ACCOUNT NUMBER	CURRENT BUDGET	CURRENT BALANCE	TRANSFER	BUDGET AFTER TRANSFER	BALANCE AFTER TRANSFER
CHILD SUPPORT						
TEMP HELP	13600000.416500	37,500	30,520	(12,000)	25,500	18,520
TEMP HELP - SHARED EMPLOYEE	13600000.416535	75,000	61,634	(24,000)	51,000	37,634
TOTAL SOURCES				<u>(36,000)</u>		
CONTRACTED SERVICES - CONDUENT	NEW ACCOUNT	0	0	36,000	36,000	36,000
TOTAL USES				<u>36,000</u>		
				<u><u>0</u></u>		

NOTE: This contract period is from 9/1/2023 - 12/31/2024

FINANCE COMMITTEE RECOMMENDATION

After reviewing the Resolution/Ordinance and fiscal information supplied, your Finance Committee recommends FOR--AGAINST adoption.
REASONS

FOR	AGAINST