


May 24, 2006

- Weekly status reports from the contractor show high call abandonment rates and long wait times at the call center. As of March 26, 39% of calls were dropped, and callers were on hold an average of 22 minutes.
- The interface between the contractor's computer system (Max-e3) and the state's computer system (TIERS) is not working, which means that all data must be entered twice rather than being transferred automatically between systems, increasing both the time it takes to process an application and the risk for error.
- State staffing shortages and technical problems have caused a backlog of thousands of applications in the pilot area, which delayed the approval of benefits for some clients and improperly terminated benefits for others.
- Insufficient training of private call center staff has led to errors, delays, and an inability to resolve clients' problems. (Statement on HHSC's Decision to Put Social Service Call Centers on Hold [http://www.cppp.org/files/3/statement\\_IE%20rollout%20Apr\\_06.pdf](http://www.cppp.org/files/3/statement_IE%20rollout%20Apr_06.pdf))

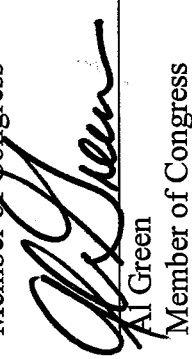
In light of these facts, and the poor performance of Accenture, we urge the State of Texas to abandon its plan of privatizing eligibility for its social services and return to its state run system that has the best qualified and trained employees already in place.

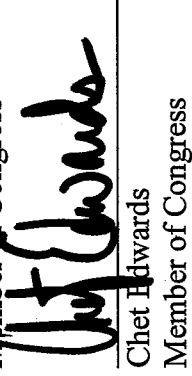
Thank you for giving these comments the utmost consideration. We look forward to your reply.

Sincerely,

  
Charles A. Gonzalez  
Member of Congress

  
Lloyd Doggett  
Member of Congress

  
Al Green  
Member of Congress

  
Chet Edwards  
Member of Congress

Cc: Comptroller Carole Keeton Strayhorn and Texas Health and Human Services Executive  
Commissioner Albert Hawkins