



LOCAL 221

Service Employees International Union, CTW, CLC

October 13, 2009

Dianne Jacob, Chairwoman
San Diego County Board of Supervisors
1600 Pacific Highway
San Diego, CA 92101

RE: Agenda Item 7 for October 13, 2009 (HHSO Outsourcing)

Dear Chairwoman Jacob:

Service Employees International Union Local 221 opposes the Board's recommendation to outsource Welfare-to-Work and Child Care Stage 1 employees.

There is little proof that outsourcing will "provide public services to the region's residents in the most efficient and economical manner." In fact, there is good evidence that outsourcing human services actually wastes taxpayer dollars and harms clients.

Across the country there have been numerous, well-documented problems with the outsourcing public human services.

- In Indiana, the promised cost savings of outsourcing human service positions did not materialize, error rates increased, and clients were wrongly denied benefits or had to wait longer to receive benefits.
- When Texas outsourced some of its human service programs, enrollment levels dropped because clients were not able to access services. This was because a large amount of cases were not being processed due to understaffing by the contractor.
- Wisconsin's non-partisan Legislative Audit Bureau found that outsourcing their human service programs did not improve service quality or delivery.

Although these are examples of state-run programs, the programs are very similar to those provided by the county and in many cases are provided by the same contractors that are likely to bid on the San Diego County HHSO contract. These are just a few of the many examples where outsourcing failed to produce a savings of taxpayer dollars or failed to deliver services to those in need.

At a time when more families are in need in San Diego County, we should ensure that they have an adequate safety net. It is our belief that outsourcing HHSO positions will negatively impact the San Diego community by failing to provide quality services in a timely manner. It is more likely that outsourcing will cause longer waits for clients to get services and will decrease client access to services.

San Diego ~ Imperial Counties

4004 Kearny Mesa Road ~ San Diego, CA 92111 ~ (858) 560-0151 ~ Fax (858) 560-1299