



STATE OF ARKANSAS
ASA HUTCHINSON
GOVERNOR

February 23, 2015

Senator Larry Teague, Co-Chair
 Representative Lane Jean, Co-Chair
 Joint Budget Committee
 Arkansas General Assembly
 State Capitol Building
 Little Rock, AR 72201

Dear Co-Chairs:

I respectfully request an amendment to HB 1125, the Annual Operations Appropriation Bill for the Arkansas Department of Finance and Administration.

Please amend SECTION 1. REGULAR SALARIES as follows:

Item Class	Maximum	Maximum Annual
No. Code Title	No. of	Salary Rate
	Employees	Fiscal Year
		2015-2016
(95) RO33C BENEFITS ANALYST	<u>2 14</u>	GRADE C115

Page 5, line 1 delete 461 and substitute 473.

Please amend SECTION 4. APPROPRIATION – MISCELLANEOUS CASH as follows:

ITEM		FISCAL YEAR
NO.		2015-2016
(01) REGULAR SALARIES	\$448,032	\$ 799,044
(02) PERSONAL SERVICES MATCHING	152,308	265,650
TOTAL AMOUNT APPROPRIATED	\$2,603,062	\$3,067,416

GL #17

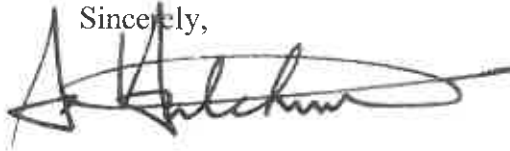
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This request is to transition the current Employee Benefits Division's (EBD) call center, currently staffed through a vendor contract with a staffing agency, to a call center staffed with state employees. The twelve contracted positions are currently funded with trust funds which will be transferred to the above cash appropriation to fund the twelve requested positions.

This transition will save approximately \$75,600 annually. Training for call center employees is a continuous program as benefits and services change. With the current turnover rate of 80%, staff members are trained then almost immediately leave for permanent positions in other companies with full benefits. Staffing the call center with state employees would provide for a more stable call center and reduce the turnover rate. This would also provide for longevity of staff experience.

I appreciate your consideration of this matter.

Sincerely,

A handwritten signature in black ink, appearing to read 'Asa Hutchinson', written over a horizontal line.

Asa Hutchinson

AH:brs:ald