

**DEPARTMENT:** Health & Human Services

**Eff. Date** 7/1/2022

**% of Year Remaining:** 24.93%

**ARPA NEW POSITION REQUEST FORM  
2022 ARPA BUDGET  
FORT BEND COUNTY, TEXAS  
Use one form per request**

**Position Title/ Description:** Call Center Agent

**Job Code:** J08120

Has Human Resources reviewed your request? (Yes/No) Yes

Has Facilities reviewed your request? (Yes/No) No

*All New Positions need to be reviewed and signed off by Facilities Mgmt & Planning.*

**Hourly Salary** \$19.98  
**Bi-Weekly** \$1,598.40

|              |    |
|--------------|----|
| Grade        | 8  |
| Step         | 9  |
| Policy Group | AC |

|   | <b>Annual Amount</b> | <b># Requested</b>  |
|---|----------------------|---------------------|
| Salaries Costs                              | \$41,718.24          | \$83,436.48         |
| Overtime Costs                              |                      | \$0.00              |
| Other Personnel Costs                       | \$26,487.84          | \$52,975.68         |
| <b>Total Salaries &amp; Personnel Costs</b> | <b>\$68,206.08</b>   | <b>\$136,412.16</b> |

| Category (drop down list)       | Item Description             | Cost     | Quantity     | TOTAL           |
|---------------------------------|------------------------------|----------|--------------|-----------------|
| 63600 Supplies & Maintenance-DP | Office Supplies (\$30/month) | \$360.00 | 2            | \$720.00        |
|                                 |                              |          |              | \$0.00          |
|                                 |                              |          |              | \$0.00          |
|                                 |                              |          |              | \$0.00          |
|                                 |                              |          |              | \$0.00          |
|                                 |                              |          |              | \$0.00          |
|                                 |                              |          |              | \$0.00          |
|                                 |                              |          |              | \$0.00          |
|                                 |                              |          |              | \$0.00          |
|                                 |                              |          |              | \$0.00          |
|                                 |                              |          |              | \$0.00          |
|                                 |                              |          |              | \$0.00          |
|                                 |                              |          | <b>TOTAL</b> | <b>\$720.00</b> |

**Total Cost of Request** **\$137,132.16**

Check Box if request has a page 2

**Justification for Request: (attach additional document if necessary)**  
 We anticipate the need for a call center to manage the increased number of calls to our clinical health and social services divisions once FEMA funding has ended. Many in our population are technology challenged and have become accustomed to the COVID hotline numbers in order to have their questions answered. The call center will provide a critical role in public response and communication once the Public Health Emergency declaration has ended. At that time, many residents will have to transition from COVID financial assistance to other social services safety net programs. The timeline for that transition is 9-12 months. The current social services staff will not be able to manage the volume of calls and assistance needed. This position is currently funded through FEMA (Position # 6351-0025) and we are requesting to move it to the ARPA funding.

|                            |    |         |
|----------------------------|----|---------|
| <b>2022 Pro-Rated Cost</b> | \$ | 58,900  |
| <b>2023 Cost</b>           | \$ | 140,500 |
| <b>2024 Cost</b>           | \$ | 144,700 |
| <b>Total</b>               | \$ | 344,100 |