#21-0328

FULTON COUNTY GOVERNMENT

REGISTRATION AND ELECTIONS

STAFFING AGENCY REQUEST

Fulton County Registration and Elections employs a staffing agency to recruit temporary employees to assist with conducting all Fulton County elections.

Current Request: Not to exceed spending authority in the amount of $7,744,880 with Happy Faces Personnel Group for the 2021 Election Cycle.

This amount will cover the cost of approximately 300 to 400 temporary staff positions for the 2021 election cycle for the following job categories:

- Elections
- Logistics
- Warehouse
- Voter Registration
- Absentee Ballot
- Advance Voting
- Voter Education and Outreach
- Security
- Technical Support
- Call Center

STAFFING MODEL

Registration and Elections Staffing Model

■ Internal Employees ■ Temporary Employees ■ Civic/Community

Approximately 3,000 workers are required to operate a single election in Fulton County.
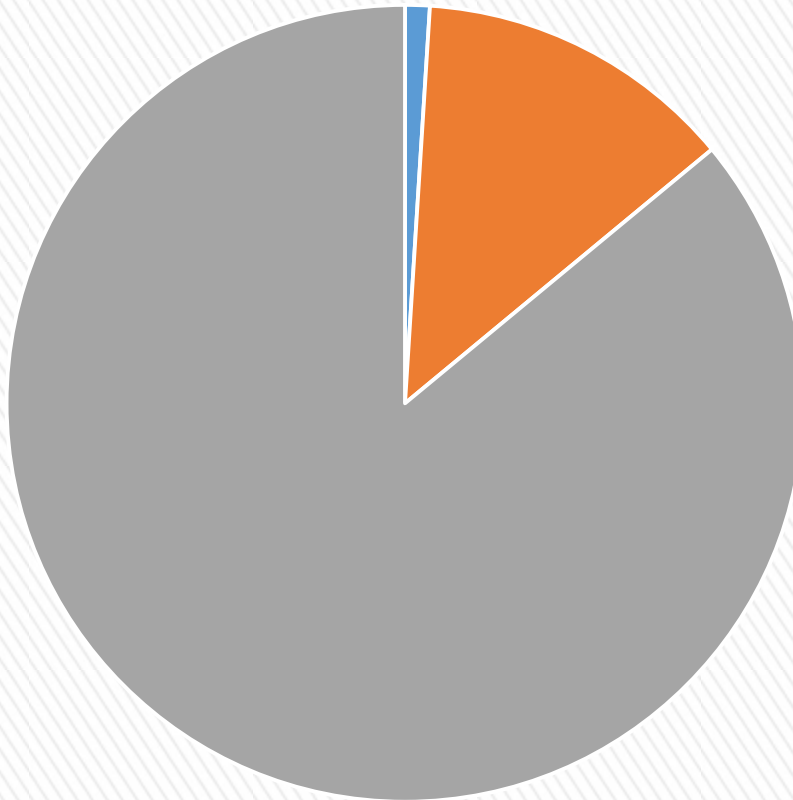
Fulton County uses a combination staffing model that includes the employment of community members/citizens, county employees and temporary employees recruited through various temporary agencies.

1% - full-time permanent staff
13% - temporary staff
86% - community/citizen staff

The department currently has an RFP to evaluate all election operations and includes a review of the staffing model. The department has modestly moved the needle to increase internal staff with plans to add more following an outside consultant review.

The current staffing agency has performed well and is measured using the same standards used for all county providers.

CIVIC AND COUNTY FILLED POSITIONS

Number of Positions: Approximately 2,600

»   Election Day Poll Workers
»   Election Night Workers
»   Logistics and Warehouse Staff
»   Call Center Representatives
»   Election Day Security
»   Line Monitors

PAST- Election Day poll workers were required to be Fulton County residents or County employees
CURRENT SB202- allows Election Day polls workers to live outside of Fulton County.

TEMPORARY FILLED POSITIONS

Number of Positions: Approximately 300 to 400

»   System Specialists
»   Logistics and Warehouse Staff
»   Voter Registration Clerks
»   Absentee Ballot Clerks
»   Advance Voting Poll Workers
»   Voter Education & Outreach Specialists
»   Election Day Security
»   Election Day Technicians
»   Call Center Representatives
»   Line Monitors

STAFFING MODEL

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HAPPY FACES FACTS

➢ Happy Faces has been **efficient in staffing positions** throughout various department within Fulton County and helped to fill staff shortages when other temporary agencies contracted had deficiencies.

➢ Happy Faces has maintained a **contract with the State of Georgia for approximately 20 years** and has been used by Fulton County to not only fill temporary staffing needs for Registration and Elections but for the following departments:
> ➢ Vaccine Outreach
> ➢ Senior Services
> ➢ Community Development

➢ Happy Faces has successfully provided assistance in staffing for the Registration and Elections Department for more than seven years.

➢ Happy Faces responsibility is to **recruit and process payroll for temporary staffing**; all other duties such as training, processing daily work, etc., is handled by the elections staff.

➢ Happy Faces employees are **not placed in supervisory or management** positions with the exception of those assigned to work as Advance/Early Voting poll workers (3 to 5 week assignment).

➢ **87% of the temporary workforce were Fulton County residents** hired through Happy Faces.

➢ Happy Faces is an **equal opportunity employer** that does **not make inquires related to political party affiliation** as a part of its hiring practices.

➢ **Ease and flexibility** of scheduling overtime and weekend work.

➢ **Poor performers** can be immediately dismissed.

BENEFITS OF STAFFING AGENCIES FOR LONG-TERM POSITIONS

- Cost effective
- Operational efficiency
- Scheduling
- Training
- Availability of staff
- Expedited payment to staff
- Ability to respond to emergency requests
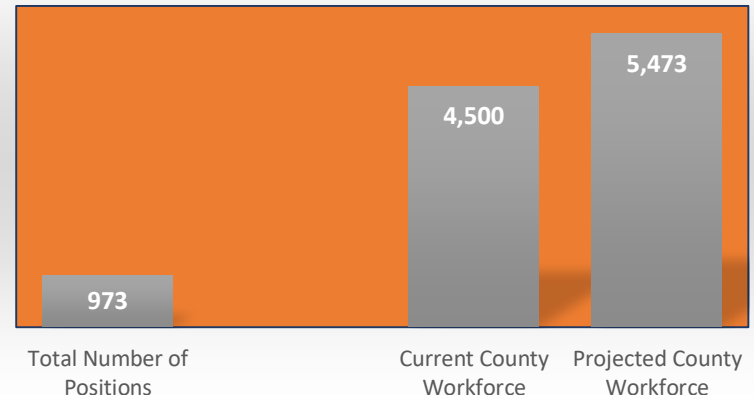- Level of engagement

COST COMPARISON

Election	Temporary Agency Cost	FC Full-Time/Time-Limited Employee Cost
Primary - May 2022	$5,453,968.33	$7,213,039.55
Primary Runoff - June 2022	$2,796,147.11	$3,605,223.85
General - November 2022	$7,545,813.67	$10,238,302.63
General Runoff - December 2022	$2,960,803.78	$3,945,382.45
TOTALS	**$18,756,732.88**	**$25,001,948.48**

Note: These figures represent a comparison of securing staff on a annualized basis utilizing a staffing agency vs. hiring through Fulton County.

ADDITIONAL COST FACTORS

- Benefits
- Leave, Leave Accruals, Leave Payouts
- New Hire Time/Backfill Time
- Unemployment Insurance/Payouts
- FMLA
- Worker's Compensation
- Additional Management

Projected County Staff

UPCOMING SPENDING REQUESTS

VENDOR	DESCRIPTION	AMOUNT	FUNDING SOURCE
Dominion	Purchase seven ICC Scanners & License used for 2020-2021 Elections	$206,150	Grant Fund
Knowink	Poll Pad Packages and Routers for additional polling places	$411,650	Grant Fund
BlueCrest	Upgrade Software System for Relia-Vote Mail Processing Equipment	$105,544	Grant Fund
OPEX Corp.	Purchase Extraction Scanners for mail and absentee ballots	$146,940	Grant Fund
Dominion	Purchase additional voting equipment for training poll managers and field technicians	$532,462	Grant Fund
Dominion	Voting Unit Paper	$ 59,800	General Fund
Knowink	Poll Worker Sign-In Module	$6,500	General Fund
Dominion	Annual Licenses	$115,740	General Fund
Dominion	Annual warranties	$111,550	General Fund
Dominion	Privacy Screens	$325,000	General Fund
Dominion	Purchase additional voting equipment for training poll managers and field technicians	$2,416,000	General Fund
Dominion	Advance Voting & Election Day Tech Support (BMD)	28,500	General Fund
Enterprise	Car and Courier rental	$300,000 (not to exceed)	General Fund
Tattnall	Provisional/Emergency Ballots	$76,610	General Fund
Election Works	Carriers – 2 Units	$180,000	General Fund
Election Works	Carriers – 4 Units	$525,000	General Fund
Knowink	Advance Voting & Election Day Tech Support (Poll Pads)	$66,000	General Fund

QUESTION AND ANSWER