

Policy Idea Statement: Eliminate CCC Call Center

Eliminate CCC Call Center and utilize improved technology such as electronic reporting methods instead.

Key Points

1. **Report via email directly to Region/Division administration.**

Fiscal Impact: Would eliminate 2 or 3 FTE's and other related costs who are dedicated to staffing the call center.

Operational Impact: Changes the focus to an improved use of technology.

Legislative:

- CCC Rule change

PROS

- Reductions would line up with the new administration's plan to shrink down government to balance current revenue projections.
- Cost savings could be redistributed within DJJ to prevention, intervention, civil citation, diversion, smaller community based residential, re-entry and transition services.

CONS

- none