

HOUSE RESOLUTION NO.243

Reps. Elder, Hoadley, Hall, Pohutsky, Sneller, Stone, Cherry, Rabhi, Cynthia Johnson, Haadsma, Kennedy, Brenda Carter, Tate, Shannon, Kuppa, Tyrone Carter, Sabo, Robinson, Hope, Sowerby, Hood, Guerra, Manoogian, Bolden, Peterson and Hammoud offered the following resolution:

1 A resolution to memorialize the Congress of the United States
2 to pass H.R. 3219 of 2019 and S. 1792 of 2019, the Call Center
3 Worker and Consumer Protection Act of 2019.

4 Whereas, Call centers are a major source of employment in the
5 United States. About 2.5 percent of the U.S. workforce is employed
6 by the industry, and the U.S. Bureau of Labor Statistics projects
7 job growth of 5 percent for customer service representatives by
8 2026; and

9 Whereas, American communities have devoted taxpayer resources



1 to encourage the growth of this industry and the creation of call
2 center jobs. Many communities have committed millions of taxpayer
3 dollars to incentivize companies to open call center jobs in their
4 area. In 2015, the Tax Foundation found that several states offered
5 tax incentives to new call center operations, sometimes resulting
6 in a negative overall tax burden for the call center operator; and

7 Whereas, Call center operators are increasingly choosing to
8 lay off American workers in favor of outsourcing operations to
9 lower-wage, loosely regulated countries. This leaves American
10 workers unemployed and communities to pick up to pieces from the
11 lost financial investment. In late 2019, Alorica Inc. announced it
12 would be closing a number of call centers across the country,
13 including in Jackson, Michigan, while it was reported that the firm
14 was considering hiring thousands of employees overseas; and

15 Whereas, H.R. 3219 of 2019 and S. 1792 of 2019 would
16 incentivize call center operators to not outsource American jobs.
17 The act would require the U.S. Department of Labor to maintain a
18 publicly available list of all employers that relocated all or a
19 significant portion of their call center or customer service work
20 overseas. These companies would lose eligibility for federal grants
21 and loans, while preference for civilian and defense-related
22 contracts would be given to companies that do not appear on the
23 list; and

24 Whereas, H.R. 3219 of 2019 and S. 1792 of 2019 would also
25 allow consumers to express their preference of call centers located
26 in the United States. The act would require overseas call centers
27 to disclose their location to customers and transfer consumers to a
28 service agent located within the United States upon request; now,
29 therefore, be it



1 Resolved by the House of Representatives, That we memorialize
2 the Congress of the United States to pass H.R. 3219 of 2019 and S.
3 1792 of 2019, the Call Center Worker and Consumer Protection Act of
4 2019; and be it further

5 Resolved, That copies of this resolution be transmitted to the
6 President of the United States Senate, the Speaker of the United
7 States House of Representatives, and members of the Michigan
8 congressional delegation.