

# Legislative Analysis



## CALL CENTER JOBS RETENTION ACT

Phone: (517) 373-8080  
<http://www.house.mi.gov/hfa>

**House Bills 5164 and 5165 as enrolled**

**Sponsor: Rep. Amos O'Neal**

**House Committee: Labor**

**Senate Committee: Labor [Discharged]**

**Complete to 1-27-25**

Analysis available at  
<http://www.legislature.mi.gov>

*(Vetoed by the Governor 1-17-25)*

### SUMMARY:

Together, House Bills 5164 and 5165 would require the Michigan Department of Labor and Economic Opportunity (LEO) to maintain a registry of call centers that have relocated internationally out of Michigan and would disqualify those businesses from eligibility for economic development incentives administered by the Michigan Strategic Fund (MSF). The bills would take effect 90 days after they are enacted.

**House Bill 5164** would create the "Call Center Jobs Retention Act," which would require LEO to maintain a registry of *call centers* that have relocated out of the United States.

*Call center* would mean a centralized office used primarily for receiving or transmitting requests or inquiries by phone.

A person that employs at least 50 full- or part-time individuals at a call center would have to provide LEO with at least 30 days' notice before relocating the call center, or a facility or operating unit within a call center that comprises at least 30% of its total call volume,<sup>1</sup> from Michigan to a foreign country, or before closing or ceasing the operations of such a call center, facility, or operating unit if the employer contracts or intends to contract with another person to provide those services in a foreign country. Violating employers would be subject to a civil fine of up to \$10,000, which would be deposited in the general fund. The attorney general or the prosecutor of the county in which the violation occurred could bring an action to collect the fine.

Every six months, beginning six months after the bill takes effect, LEO would have to publish a registry of those employers on its website, which would have to include the following information:

- The name of the employer.
- The date of the relocation or closing, as applicable.
- The number of jobs to be relocated.
- The location (including the city and country) of the relocated or new call center, facility, or operating unit.

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<sup>1</sup> The facility or unit's share of the call volume would be measured against the call center's average call volume during the immediately preceding twelve months.

**House Bill 5165** would add a new section to the Michigan Strategic Fund Act that would, beginning October 1, 2024, require the MSF's written agreements to include provisions for an event of default and clawback of funds if a recipient of funding, grants, loans, or other economic assistance under the act reports a new listing on the call center registry during the term of the agreement.

The bill is tie-barred to House Bill 5164, meaning that it cannot take effect unless HB 5164 is also enacted.

Proposed MCL 125.2015

## **BACKGROUND:**

House Bills 5164 and 5165 are reintroductions of HBs 5835 and 5836 of the 2021-22 legislative session, HBs 5625 and 5626 of the 2019-20 session, and HBs 4988 and 4989 of the 2017-2018 session. The bills are also identical to Senate Bills 582 and 583 of the current session.

## **BRIEF DISCUSSION:**

Supporters of the bills argue that Michigan should disincentivize companies from moving their call centers overseas, since keeping those jobs in the United States ensures that employees are afforded sufficient labor protections and that customers' personal information is protected. They suggest that the bills address this issue by prohibiting a business that takes its call center jobs out of Michigan and the United States from receiving incentives funded by Michigan taxpayers.

No arguments opposing the bills were presented during committee testimony, but concerns were raised about placing restrictions on the free market and about how the bills would pertain to international trade agreements.

## **FISCAL IMPACT:**

The bills would increase costs to the Department of Labor and Economic Opportunity and the Michigan Strategic Fund and have no direct fiscal impact on local government. The amount of increase to LEO and the MSF would depend on the costs of the additional administrative responsibilities under the bills' provisions and are not likely to be significant.

House Bill 5164 would have an indeterminate fiscal impact on the state and on local units of government. The fiscal impact would depend on the number of employers that violate the requirement to notify the department at least 30 days before relocating a call center, or a facility or operating unit within a call center, to a foreign country. Violators would be subject to a civil fine of not more than \$10,000 and under the bill, any civil fine revenue collected would be deposited in the state's general fund. The fiscal impact on local court systems would depend on how provisions of the bill affected court caseloads and related

administrative costs. Because there is no practical way to determine the number of violations that will occur under provisions of the bill, an estimate of the amount of additional revenue the state would collect or costs to local courts cannot be made.

**Vetoed 1-17-25:**

In her veto message,<sup>2</sup> Governor Whitmer wrote that House Bills 5164 and 5165 would result in the unnecessary use of LEO's time and resources because the federal Worker Adjustment and Retraining Notification (WARN) Act already requires businesses with at least 100 employees to notify affected employees at least 60 days in advance of facility closures or mass layoffs.<sup>3</sup>

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■ This analysis was prepared by nonpartisan House Fiscal Agency staff for use by House members in their deliberations and does not constitute an official statement of legislative intent.

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<sup>2</sup> See: [https://content.govdelivery.com/attachments/MIEOG/2025/01/17/file\\_attachments/3136687/HB%205164-65%20%28Call%20Centers%29-%20Veto%20Letter.pdf](https://content.govdelivery.com/attachments/MIEOG/2025/01/17/file_attachments/3136687/HB%205164-65%20%28Call%20Centers%29-%20Veto%20Letter.pdf)

<sup>3</sup> <https://uscode.house.gov/view.xhtml?path=/prelim@title29/chapter23&edition=prelim>