

Legislative Performance Audit

Committee

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Scope Statement

Nebraska Department of Health and Human Services: ACCESSNebraska

Background

On February 4, 2013, the Legislative Performance Audit Committee (Committee) directed the Legislative Audit Office to conduct an audit of ACCESSNebraska at the Nebraska Department of Health and Human Services (DHHS).

Initiated in 2008, ACCESSNebraska is DHHS' automated system for determining eligibility for certain public assistance programs. The Legislature has held several hearings on ACCESSNebraska, where significant concerns were raised. In 2012, the Legislature passed LB 825, which contained requirements intended to improve client access to caseworkers and appropriated an additional three million dollars to the program.

Audit Scope

In this audit, the audit staff will address the following questions:

1. Has DHHS implemented the requirements of LB 825, specifically has DHHS:
 - staffed existing local offices with an adequate number of caseworkers to provide in-person services to clients as set forth in § 81-3128;
 - established dedicated caseworkers and specialized department employees to provide in person services to specific clients as set forth in § 81-3129;
 - established community support specialists as provided in § 81-3130; and
 - established contracts with community-based organizations as required by § 81-3131.
2. Does ACCESSNebraska serve its clients efficiently and effectively as measured by some or all of the following factors:
 - caller wait times;
 - processing of food stamp errors (over and underpayments);
 - backlogged work tasks; and
 - number of appeals.

Scope Statement adopted by the Legislative Performance Audit Committee May 14, 2013.