

AMENDMENTS TO LR33

Introduced by Executive Board.

1           1. Strike the original provisions and insert the following new  
2 provisions:

3           WHEREAS, in 2008, the Department of Health and Human Services (DHHS)  
4 began to develop the ACCESSNebraska system. ACCESSNebraska is a system  
5 that is intended to efficiently determine public assistance eligibility  
6 and provide service delivery. Since the implementation of this system,  
7 the Legislature has conducted several hearings on bills and resolutions  
8 related to ACCESSNebraska. In these hearings, the realities and problems  
9 faced by clients navigating the ACCESSNebraska system were revealed,  
10 including long call wait times, lost documentation, erroneous public  
11 assistance decisions, and a general difficulty for clients to get the  
12 assistance they needed in a timely manner; and

13           WHEREAS, the One Hundred Third Legislature, Second Session, adopted  
14 Legislative Resolution 400, which created the ACCESSNebraska Special  
15 Investigative Committee of the Legislature to study the ACCESSNebraska  
16 system; and

17           WHEREAS, on December 15, 2014, the committee issued a report and  
18 recommendations related to ACCESSNebraska. The committee found the  
19 ACCESSNebraska system has been and continues to be plagued with problems.  
20 The committee also found ACCESSNebraska front-line workers have not been  
21 given the proper tools to complete daunting work loads; and

22           WHEREAS, the committee recommended among other things that the  
23 ACCESSNebraska Special Investigative Committee be continued to provide  
24 ongoing oversight for the ACCESSNebraska system.

25           NOW, THEREFORE, BE IT RESOLVED BY THE MEMBERS OF THE ONE HUNDRED  
26 FOURTH LEGISLATURE OF NEBRASKA, FIRST SESSION:

27           1. That the Legislature hereby calls for the Executive Board of the

1 Legislative Council to meet forthwith and appoint a special committee of  
2 the Legislature to be known as the ACCESSNebraska Special Investigative  
3 Committee of the Legislature. The committee shall consist of seven  
4 members of the Legislature appointed by the Executive Board. The  
5 Executive Board shall appoint the chairperson and vice-chairperson of the  
6 committee. The Executive Board is hereby authorized to provide the  
7 committee with a legal counsel, committee clerk, and other staff as  
8 required by the committee from existing legislative staff. The Executive  
9 Board is also authorized to hire outside legal counsel, consultants, and  
10 investigators as required by the committee. The committee shall be an  
11 investigative committee and is hereby authorized to hold hearings and  
12 issue subpoenas as is deemed necessary by the committee.

13 2. That the ACCESSNebraska Special Investigative Committee of the  
14 Legislature is hereby authorized to study the adequacy of staffing and  
15 training of DHHS employees working within the ACCESSNebraska system,  
16 including the number of employees for local offices, the number of  
17 employees for call centers and document imaging centers, the type and  
18 amount of training received, the education levels and years of experience  
19 of employees, client access to employees, and the need for and  
20 availability of dedicated caseworkers for clients. The scope of the  
21 committee's investigation shall include, but not be limited to, the  
22 adequacy of technology used within the ACCESSNebraska system, including  
23 telephone systems, computer software, case management, information  
24 technology, and use of and access to databases to allow for data  
25 matching. The committee shall also investigate the effectiveness of  
26 processes and structures used by the ACCESSNebraska system, including  
27 system design, management structure, and system goals. The committee  
28 shall also investigate the need for new or additional data collection to  
29 determine system effectiveness. The committee shall analyze the  
30 experiences of clients and their family members and examine customer  
31 service experience, access to benefits, and responses to changing family

1 needs. The committee shall utilize existing studies and reports and  
2 legislation developed to address the current conditions. The committee  
3 shall not be limited to such studies, reports, or legislation.

4 3. That the ACCESSNebraska Special Investigative Committee shall  
5 brief the Health and Human Services Committee of the Legislature by  
6 December 15, 2015, and issue a report with its findings and  
7 recommendations to the Legislature as circumstances warrant.

8 4. That the ACCESSNebraska Special Investigative Committee is hereby  
9 authorized to continue its work until the beginning of the One Hundred  
10 Fourth Legislature, Second Session.