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April 19, 1999 LB 637

SENATOR BEUTLER: Mr. Clerk, I would ask to substitute for (AM)1328, (AM)1343.

PRESIDENT MAURSTAD: If there is no objection, so ordered. Senator Beutler. (AM1343 is found on page 1531 of the Legislative Journal.)

SENATOR BEUTLER: Mr. President, members of the Legislature, this amendment I'll read to you. It's very short: The Department of Health and Human Services shall establish a statewide toll-free hotline to provide responses to inquiries of obligors and obligees regarding the collection and disbursement of child support orders under the bill. And it said...it goes on to say, "Sufficient telephone lines shall be established and personnel available to insure that responses to inquiries are made directly by department personnel without unreasonable delay to the obligor or obligee." The concern in this instance had to do with people getting timely responses to their questions and so it seemed to me like it might be appropriate to be sure there were...there was a hotline with a sufficient number of lines to ensure that people would get through to a live person without unreasonable delay. Now, I don't have any way of identifying right now what is a reasonable delay from an unreasonable delay, but I think this language is helpful in making it clear to everybody that the Legislature expects for there not to be what is commonly understood as an unreasonable delay and the Legislature expects that you will not be put on a line for a long period of time through...through some kind of mechanical device, but rather that they will respond in a very timely manner if this new system is put into place. So that's all that this amendment would do, an attempt to answer at least one of the objections to the bill. Thank you.

PRESIDENT MAURSTAD: Thank you, Senator Beutler. Senator Crosby, on the Beutler amendment.

SENATOR CROSBY: Thank you, Mr. President and members. Senator Beutler, a couple quick questions which I could have asked...

SENATOR BEUTLER: Sure.

SENATOR CROSBY: ...on the side, without the...