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correct terms, but I assume that that means people that are interested in the whole process. By statute now, and this is something we've acquired and learned from other states, that it's important to have a working group that comes together and is able to monitor what is going on and help with the implementation, and not just turn it over to HHS and say go do it. This is a group that's going to work with them and they're not just going to be a sounding board where HHS walks in and says, well, here's what we're doing, now we've told the public, and we walk out. This needs to be an active group. This needs to be a functioning group and it's going to be made up of a district court clerk, a child support worker, a member of the Legislature, a large employer, a small employer, I assume that means by number of employees and not by weight, that there is a noncustodial parent, a custodial parent, the SDU manager, and the Title IV-D Director. Those two would be ex officio. There'd be a district court judge because those are district court orders, someone from a county attorney's office who has to collect. This group involves all of the facets that's improved...or that's included in dealing with child support. What will this commission and what will this group do? Well, they're going to make recommendations on ways to improve and enhance the effectiveness of the SDU and the Customer Service Unit. Remember, the Customer Service Unit is different from collecting and disbursing. This is going to be the group that's going to handle all the complaints that come in. They need, the commission needs to set up a group of specific performance standards. How long should people wait on hold? Some...some states have thought, you know, we can get by with 15 or 20 customer service people. They are now finding that they have to hire hundreds, hundreds of people to make this thing work. Part of what this...this active commission group is going to do is be able to set up these performance indicators and say, look, the average phone call should be three to four minutes; that you shouldn't wait on hold forever. It's if you were in business, these would be the performance indicators that you would have with your employees. The commission also or the group would also recommend legislation that would clarify and improve state law. That's going to be crucial because they're going to deal with the day-to-day problems. With one report to the Exec Board, it's not going to get the job done. So the committee amendments recommends and allows them to clarify and make