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LB 972

Senator Kristensen.

SPEAKER KRISTENSEN: Thank you, Mr. President and members of the Legislature. Yesterday, Senator Bourne's amendment kind of got loved to death a little bit. There was a lot of people who liked the concept. I even like the concept. Senator Bourne, what I want to do is visit a little bit, I hope Senator Brown, you'll participate, I know that Senator Brashear will, as to what we want and what we, as a Legislature, envision we want the customer service piece to look like. It's always been my impression that the customer service piece of this would be a single unit. Now that unit would access information from different places, and so that's when I, and I assume, Senator Bourne, your amendment envisions that there is a single customer service piece. I've always envisioned that that may be the case as well, and in talking with HHS, they envisioned a...what I would call a two-tiered customer service piece, one that would be done using the Title IV-D people resources. In other words, they'd have access to the court order, the support records and so on, and the other would be primarily out of the Treasurer's Office which would be questions and answers about receiving and disbursement. I see all those as the same piece and not necessarily as being divided. So that's the reason, Senator Bourne, I've raised, and I want to talk about how your amendment fits into the whole structure here. I want to make sure that the Treasurer, who is going to do the receipting and the disbursement also be responsible for some of the customer service complaints that go along with it. Because if they are going to be receiving the money, giving it out, they're going to have the best access, day in and day out, question in and question out, about what's going on with people's accounts. I want to make sure the Treasurer is accountable and accessible to the problems that I think is going to be here, simply because they are going to take over the piece of bringing in the money and giving it out. There's going to be information that the IV-D people have that will be helpful but I don't see those as two different groups, and if they are, that's where your amendment, Senator Bourne, causes me some problems. Are we saying that we want to put the IV-D people out in some other area or do we want to put in the other customer service piece that would be primarily receipting and disbursement questions, do they go somewhere else? And if I do take them somewhere