

LEGISLATURE OF NEBRASKA
ONE HUNDRED EIGHTH LEGISLATURE
SECOND SESSION

LEGISLATIVE BILL 1202

Introduced by Halloran, 33.

Read first time January 16, 2024

Committee:

- 1 A BILL FOR AN ACT relating to child support enforcement; to amend section
- 2 43-3342.04, Reissue Revised Statutes of Nebraska; to change a
- 3 requirement relating to the customer service unit; and to repeal the
- 4 original section.
- 5 Be it enacted by the people of the State of Nebraska,

1 Section 1. Section 43-3342.04, Reissue Revised Statutes of Nebraska,
2 is amended to read:

3 43-3342.04 (1) The Title IV-D Division shall establish a Customer
4 Service Unit. In hiring the initial staff for the unit, a hiring
5 preference shall be given to employees of the clerks of the district
6 court. The duties of the Customer Service Unit include, but are not
7 limited to:

8 (a) Providing account information as well as addressing inquiries
9 made by customers of the State Disbursement Unit; and

10 (b) Administering two statewide toll-free telephone systems, one for
11 use by employers and one for use by all other customers, to provide
12 responses to inquiries regarding income withholding, the collection and
13 disbursement of support order payments made to the State Disbursement
14 Unit, and other child support enforcement issues, including establishing
15 a call center with sufficient telephone lines, a voice response unit, and
16 adequate personnel available during normal business hours to ensure that
17 responses to inquiries are made by the division's personnel or the
18 division's designee.

19 (2) ~~The physical location of the Customer Service Unit shall be in~~
20 ~~Nebraska and shall result in the hiring of a number of new employees or~~
21 ~~contractor's staff equal to at least one-fourth of one percent of the~~
22 ~~labor force in the county or counties in which the Customer Service Unit~~
23 ~~is located. Customer service staff responsible for providing account~~
24 ~~information related to the State Disbursement Unit may be located at the~~
25 ~~same location as the State Disbursement Unit.~~

26 (3) The department shall issue a report to the Governor and to the
27 Legislature on or before January 31 of each year which discloses
28 information relating to the operation of the State Disbursement Unit for
29 the preceding calendar year including, but not limited to:

30 (a) The number of transactions processed by the State Disbursement
31 Unit;

- 1 (b) The dollar amount collected by the State Disbursement Unit;
- 2 (c) The dollar amount disbursed by the State Disbursement Unit;
- 3 (d) The percentage of identifiable collections disbursed within two
- 4 business days;
- 5 (e) The percentage of identifiable collections that are matched to
- 6 the correct case;
- 7 (f) The number and dollar amount of insufficient funds checks
- 8 received by the State Disbursement Unit;
- 9 (g) The number and dollar amount of insufficient funds checks
- 10 received by the State Disbursement Unit for which restitution is
- 11 subsequently made to the State Disbursement Unit;
- 12 (h) The number of incoming telephone calls processed through the
- 13 Customer Service Unit;
- 14 (i) The average length of incoming calls from employers;
- 15 (j) The average length of incoming calls from all other customers;
- 16 (k) The percentage of incoming calls resulting in abandonment by the
- 17 customer;
- 18 (l) The percentage of incoming calls resulting in a customer
- 19 receiving a busy signal;
- 20 (m) The average holding time for all incoming calls; and
- 21 (n) The percentage of calls handled by employees of the Customer
- 22 Service Unit that are resolved within twenty-four hours.
- 23 (4) The report issued to the Legislature pursuant to subsection (3)
- 24 of this section shall be issued electronically.
- 25 Sec. 2. Original section 43-3342.04, Reissue Revised Statutes of
- 26 Nebraska, is repealed.