

January 28, 2014

Governor Dave Heineman
P.O. Box 94848
Lincoln, NE 68509-4848

Clerk of the Legislature
Room 2018
State Capitol
INTERAGENCY MAIL

Re: Child Support Enforcement State Disbursement Unit Annual Report to the Legislature

Pursuant to Neb. Rev. Stat. §43-3342.04, I am required to issue a report to the Legislature on or before January 31st of each year with the following information regarding the operation of the State Disbursement Unit (SDU) during calendar year 2013. Also included is information regarding the DHHS Customer Service Call Center in Wausa, Nebraska.

- 1. The number of transactions processed by the State Disbursement Unit.**
1,504,268

- 2. The dollar amount collected by the State Disbursement Unit.**
\$294,535,279.76

- 3. The number of transactions disbursed by the State Disbursement Unit.**
1,392,133

- 4. The dollar amount disbursed by the State Disbursement Unit.**
\$300,812,189.32

- 5. The percentage of identifiable collections disbursed within two business days.**
99.24%

6. The percentage of identifiable collections that are matched to the correct case.

99.95%

7. The number and dollar of insufficient funds checks (bank returned items) received by the State Disbursement Unit.

Bank Return Items 896

Total \$ Amount of Bank Return Items \$412,892.64

8. The number and dollar amount of insufficient funds checks (bank returned items) received by the State Disbursement Unit for which restitution is subsequently made to the State Disbursement Unit.

Total of items fully recovered = \$ 311,633.72

Total of items partially recovered = \$7,019.89

Total of items not requiring recovery due to pre-deposit program requiring guaranteed funds = \$57,242.62

Total amount of 164 active items requiring recovery = \$36,996.41

9. The number of incoming telephone calls processed through the Customer Service Unit.

A: SDU Customer Service Center = 55,417

B: DHHS Customer Service Center = 298,061

10. The average length of incoming calls from employers

A: SDU Customer Service Center = 3:02

B: DHHS Customer Service Center = 3:01

11. The average length of incoming calls from all other customers

A: SDU Customer Service Center = 3:02

B: DHHS Customer Service Center = 3:01

12. The percentage of incoming calls resulting in abandonment by the customer.

A: SDU Customer Service Center = 3.8%

B: DHHS Customer Service Center = 2.7%

13. The percentage of incoming calls resulting in a customer receiving a busy signal.

A: SDU Customer Service Center = 0%

B: DHHS Customer Service Center = 0%

14. The average holding time for all incoming calls.

A: SDU Customer Service Center = 2:25

B: DHHS Customer Service Center = 2:40

15. The percentage of calls handled by employees of the Customer Service Unit that are resolved within 24 hours.

A: SDU Customer Service Center = 99.0%

B: DHHS Customer Service Center = 100.00%

Note: The SDU and DHHS systems do not have the ability to differentiate between employer calls and customer calls. The data provided in item 9 and 10 reflect all calls.

Please contact me with any questions you may have about this report.

Sincerely,



Kerry T. Winterer
Chief Executive Officer
Department of Health and Human Services