

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES



Pete Ricketts, Governor

January 31, 2020

Patrick O'Donnell, Clerk of the Legislature
State Capitol, Room 2018
P.O. Box 94604
Lincoln, NE 68509

Dear Mr. O'Donnell:

Pursuant to Neb. Rev. Stat. §43-3342.04, requires the Department of Health and Human Services to provide an annual report to the Nebraska Legislature on or before January 31 of each year, with the following information regarding the operation of the State Disbursement Unit during calendar year 2019. 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:*
Incoming payments counted 1,491,699
2. *The dollar amount collected by the State Disbursement Unit:*
\$297,872,146.92
3. *The number of transactions disbursed by the State Disbursement Unit:*
Outgoing payments counted 1,380,832
4. *The dollar amount disbursed by the State Disbursement Unit:*
\$302,430,914.17
5. *The percentage of identifiable collections disbursed within two business days:*
98.46%
6. *The percentage of identifiable collections that are matched to the correct case:*
100%
7. *The number and dollar of insufficient funds checks (bank returned items) received by the State Disbursement Unit:*
 - Bank Return Items: 1,039
 - Total \$ Amount of Bank Return Items: \$557,107.98
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:*
 - 728 items have been fully recovered - totaling \$344,303.69

- 6 items have been partially recovered - totaling \$2,972.18
 - 205 items did not require recovery due to our pre-deposit program requiring guaranteed funds - totaling \$172,604.91
 - 100 items are still active requiring recovery - totaling \$37,227.20
9. *The number of incoming telephone calls processed through the Customer Service Unit:*
- SDU Customer Service Center = 68,500
 - DHHS Customer Service Center = 230,771
10. The average length of incoming calls from employers:
- SDU Customer Service Center = 2:43 minutes
 - DHHS Customer Service Center = 3:31 minutes
11. The average length of incoming calls from all other customers:
- SDU Customer Service Center = 2:43 minutes
 - DHHS Customer Service Center = 3:31 minutes
12. The percentage of incoming calls resulting in abandonment by the customer:
- SDU Customer Service Center = 4.8%
 - DHHS Customer Service Center = 4.1%
13. The percentage of incoming calls resulting in a customer receiving a busy signal:
- SDU Customer Service Center = 0
 - DHHS Customer Service Center = 0
14. The average holding time for all incoming calls.
- SDU Customer Service Center = 1:24 minutes
 - DHHS Customer Service Center = 51 seconds
15. The percentage of calls handled by employees of the Customer Service Unit that are resolved within twenty-four hours:
- SDU Customer Service Center = 99%
 - DHHS Customer Service Center = 100%

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.

Thank you for the opportunity to provide this information. Should you have any questions, please contact my office at (402) 471-9433 or email me at Dannette.Smith@Nebraska.gov.

Sincerely,



Dannette R. Smith
Chief Executive Officer