



January 31, 2021

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 during calendar year 2020. 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.**
1,515,771 incoming payments
2. **The dollar amount collected by the State Disbursement Unit.**
\$294,661,257.72
3. **The number of transactions disbursed by the State Disbursement Unit.**
1,412,458 outgoing payments
4. **The dollar amount disbursed by the State Disbursement Unit.**
\$312,601,818.70
5. **The percentage of identifiable collections disbursed within two business days.**
98.57%
6. **The percentage of identifiable collections that are matched to the correct case.**
100.00%
7. **The number and dollar of insufficient funds checks (bank returned items) received by the State Disbursement Unit.**
952 Bank Returned Items totaling \$465,848.39

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.

- 673 items have been fully recovered totaling \$291,279.84
- 8 items have been partially recovered \$3,817.00
- 97 items are still active requiring recovery totaling \$26,091.01
- 174 items did not require recovery due to pre-deposit program requiring guaranteed funds and subsequently un-processed totaling \$144,660.54
- 772 items pre-deposited/released totaling \$2,165,842.73
- Percent of pre-deposited items not processed – 18.39%

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

- A: SDU Customer Service Center = 38,840
- B: DHHS Customer Service Center = 209,513

10. The average length of incoming calls from employers

- A: SDU Customer Service Center = 3:18 minutes
- B: DHHS Customer Service Center = 3:36 minutes

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

- A: SDU Customer Service Center = 3:18 minutes
- B: DHHS Customer Service Center = 3:36 minutes

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

- A: SDU Customer Service Center = 2.3%
- B: DHHS Customer Service Center = 4.2%

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 = 37 seconds
- B: DHHS Customer Service Center = 52 seconds

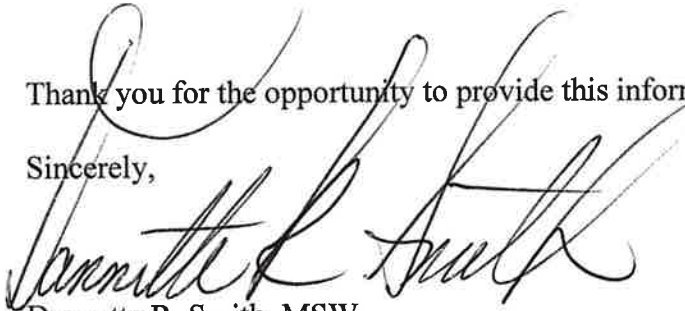
15. The percentage of calls handled by employees of the Customer Service Unit that are resolved within twenty-four hours.

- A: SDU Customer Service Center = 99%
- B: 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.

Sincerely,

A handwritten signature in black ink, appearing to read "Dannette R. Smith". The signature is fluid and cursive, with a large initial "D" and "S".

Dannette R. Smith, MSW
Chief Executive Officer
Department of Health and Human Services