

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES



Jim Pillen, Governor

January 31, 2024

The Honorable Jim Pillen
Governor of Nebraska
P.O. Box 94848
Lincoln, NE 68509

Mr. Brandon Metzler
Clerk of the Legislature
P.O. Box 94604
Lincoln, NE 68509

Subject: State Disbursement Unit Report

Dear Governor Pillen and Mr. Metzler:

Pursuant to Neb. Rev. Stat. § 43-3342.04, the Department of Health and Human Services (DHHS) is required to issue a report to the Legislature on or before January 31 of each year with the following information regarding the operation of the State Disbursement Unit (SDU) during calendar year 2023. Also included is information regarding the DHHS Customer Service Call Center in Wausa, Nebraska.

The number of transactions processed by the State Disbursement Unit: 1,375,550 transactions

The dollar amount collected by the State Disbursement Unit: \$278,343,723.80

The dollar amount disbursed by the State Disbursement Unit: \$281,246,683.50

The percentage of identifiable collections disbursed within two business days: 98%

The percentage of identifiable collections that are matched to the correct case: 100%

The number and dollar amount of insufficient funds checks (bank returned items) received by the State Disbursement Unit: 838 insufficient fund checks received totaling \$429,875.45

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: 818 insufficient fund checks for which full restitution was made totaling \$366,115.73

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

- A: SDU Customer Service Center = 30,916
- B: DHHS Customer Service Center = 166,955

The average length of incoming calls from employers:

- A: SDU Customer Service Center = 3:30 minutes*
- B: DHHS Customer Service Center = 3:48 minutes*

The average length of incoming calls from all other customers:

- A: SDU Customer Service Center = 3:30 minutes*
- B: DHHS Customer Service Center = 3:48 minutes*

The percentage of incoming calls resulting in abandonment by the customer:

- A: SDU Customer Service Center = 3.27%
- B: DHHS Customer Service Center = 6.2%

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%

The average holding time for all incoming calls:

- A: SDU Customer Service Center = 1:00 minute
- B: DHHS Customer Service Center = 1:08 minutes

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

- A: SDU Customer Service Center = 100%
- 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 the average length of calls from employers and all other callers reflect all calls.

Thank you for the opportunity to provide this information.

Sincerely,



Shannon Grotrian
Director, Office of Economic Assistance