

Child Support Enforcement Division (CSED) Customer Service Website	Agency/Program #: 6901-05-G3	
	Division: Child Support Enforcement	
	Program: Customer Service	
Agency Name:	Department of Public Health and Human Services	
Agency Contact:	Hank Hudson	444-3470
LFC Contact:	Senator Lewis, Senator Wanzenried	
LFD Liaison:	Marilyn Daumiller	444-5386
OBPP Liaison:	Ryan Evans	444-3163

Program or Project Description:

Enhance customer service by establishing a website so people can calculate their own child support payments.

LFD addition for the "blank" appropriation figure below: [Northrup Grumman provides this service.](#) Funding is in the Technology Services Division's (TSD) budget as part of the Level of Effort Maintenance contracts. The CSED requests the number of hours needed to progress the project, and the budget is managed by TSD.

Fund Name:	Appropriation, Expenditure and Source				Approp & Expenditure numbers are as of September 30, 2009
	2010		2011		
	Approp.	Expended	Approp.	Expended	
General Fund					
State Special					
Federal Funds					
Total:	\$0	\$0	\$0	\$0	

Goal(s):

No goals were provided. LFD provides the following from the Governor's budget that with passage of the division budget, the legislature recommended be tracked and reported over the interim. (pg. B-60 in the LFD Fiscal Report.) [Representative Morgan recommended that the LFC receive reports on the "online guidelines" component of the overarching goal to enhance customer service.](#) The division's listing of this component is to: Enhance customer service - establish an online guidelines website so people can calculate their own child support payments; once the website is established, track its usage.

Performance Measures :

No performance measures were provided. In the division's presentation to subcommittee about its technology efforts, it was mentioned that website applications could be a cost savings to the department.

Recommendation: The workgroup may wish to visit with the division about ultimately reporting on cost savings and tracking the use of the system.

	2011 Biennium Significant Milestones:	Completion Dates	
		Target	Actual
1	No milestones were provided by the division. The following potential milestones were provided in the Governor's budget request (pg. B-60 in the LFD Fiscal Report.)		
2	Establish an online guidelines website - design	Not Provided	
3	Establish an online guidelines website - programming	Not Provided	
4	Establish an online guidelines website - Implementation	Not Provided	
5	Establish an online guidelines website - Method to track & report usage	Not Provided	
6			

Performance Report:

Project design has been undertaken and programming has been started.

LFD Narrative:

LFD Assessment: Further Report Needed

APPROPRIATIONS/EXPENDITURES PROVIDED - Explanation of "no entry" was not provided

PERFORMANCE MEASURES- None Provided

MILESTONES: - None Provided

PERFORMANCE REPORT: General data is provided. As mentioned earlier, this project would be undertaken at no cost to CSED.

Recommendation: Level of maintenance projects are done on a "highest need" basis. This project is presently "on hold" as the CHIMES projects are a higher priority at the moment. As a means to provide the legislature an understanding of the project and its benefits, the workgroup may wish to request: 1) A description of what has been done to date; 2) A timeline and milestones for "design undertaken, programming started" work to be done; and 3) the ultimate implementation of the guideline project and description of anticipated savings.

The workgroup may wish to have the division report back in March or June.

Version	Date	Author
6901-05-G3 B -1	12/9/2009	Daumiller

Change Description
LFD Narrative Added