

ONE HUNDRED FOURTH LEGISLATURE

SECOND SESSION

LEGISLATIVE RESOLUTION 418

Introduced by Howard, 9; Craighead, 6; Crawford, 45; Hansen, 26; Krist, 10;
McCollister, 20; Stinner, 48.

Read first time January 21, 2016

Committee: Executive Board

WHEREAS, in 2008, the Department of Health and Human Services (DHHS) began to develop the ACCESSNebraska system. ACCESSNebraska is a system that is intended to efficiently determine public assistance eligibility and provide service delivery. Since the implementation of this system, the Legislature has twice formed a special investigative committee to explore the problems faced by clients navigating the ACCESSNebraska system. These problems included long call wait times, lost documentation, erroneous public assistance decisions, and a general difficulty for clients to get the assistance they needed in a timely manner; and

WHEREAS, the One Hundred Fourth Legislature, First Session, adopted Legislative Resolution 33, which continued the ACCESSNebraska Special Investigative Committee that was first created by Legislative Resolution 400 adopted in 2014 by the One Hundred Third Legislature, Second Session, to study the ACCESSNebraska system; and

WHEREAS, on December 15, 2015, the committee issued a report and recommendations related to ACCESSNebraska. The committee found that the ACCESSNebraska system has made significant progress since the initial identification of issues relating to customer service and delivery of client benefits but that it continues to face some challenges relating to the problems mentioned above; and

WHEREAS, the committee recommended among other things that it should be continued as an oversight committee to provide oversight and an ongoing dialogue between the Legislature and DHHS to ensure the continued improvement

of the ACCESSNebraska system.

NOW, THEREFORE, BE IT RESOLVED BY THE MEMBERS OF THE ONE HUNDRED FOURTH LEGISLATURE OF NEBRASKA, SECOND SESSION:

1. That the Legislature hereby calls for the Executive Board of the Legislative Council to meet forthwith and appoint a special committee of the Legislature to be known as the ACCESSNebraska Oversight Committee of the Legislature. The committee shall consist of seven members of the Legislature appointed by the Executive Board. The Executive Board shall select a chairperson and a vice-chairperson from the membership of the committee. The Executive Board is hereby authorized to provide the committee with a legal counsel, committee clerk, and other staff as required by the committee from existing legislative staff. The Executive Board is also authorized to hire outside legal counsel, consultants, and investigators as required by the committee. The committee shall be an oversight committee and is hereby authorized to hold hearings, request progress reports from DHHS regarding the ACCESSNebraska system, and issue subpoenas as is deemed necessary by the committee.

2. That the ACCESSNebraska Oversight Committee of the Legislature is hereby authorized to continue to monitor the adequacy of staffing and training of DHHS employees working within the ACCESSNebraska system. The scope of the committee's oversight shall include, but not be limited to, the adequacy of technology used within the ACCESSNebraska system, including telephone systems, computer software, case management, information technology, and the use of and access to data bases to allow for data matching. The committee shall also continue to observe the effectiveness of the processes and structures used by the ACCESSNebraska system, including system design, management structure, and system goals. The committee shall monitor the ongoing experiences of clients and their family members, including customer service experience, access to benefits, and responses to changing family needs. The committee, if it deems necessary, may issue a report with its findings and recommendations to the Legislature no later than December 15, 2016. The report to the Legislature

shall be submitted electronically.