

MINUTES

MONTANA HOUSE OF REPRESENTATIVES
55th LEGISLATURE - REGULAR SESSION

JOINT SUBCOMMITTEE ON HUMAN SERVICES & AGING

Call to Order: By Vice Chairman Swysgood, on January 23, 1997, at 8 a.m., in room 108.

ROLL CALL

Members Present:

Rep. Betty Lou Kasten, Chairman (R), arrived at 8:25 a.m.
Sen. Charles "Chuck" Swysgood, Vice-Chairman (R)
Rep. Beverly Barnhart (D)
Sen. James H. "Jim" Burnett (R)
Rep. John Cobb (R)
Sen. Mignon Waterman (D)

Staff Present: Joanne Chance, Legislative Fiscal Division
Ellen Garrity, Committee Secretary

Committee Business Summary:

Hearing(s) & Date(s) Posted:
Executive Action:

BUDGET HEARING: CHILD SUPPORT ENFORCEMENT DIVISION

Mary Ann Wellbank, Administrator

{Tape: 1; Side: A; Approx. Time Count: 1.7; Comments: Exhibit #1, Reports from Customer Service Units. Administrator Wellbank reviewed reports.}

Mary Ann Wellbank

{Tape: 1; Side: A; Approx. Time Count: 17.4; Comments: Administrator Wellbank discussed phone calls to customer service unit.}

Rep. Cobb

{Tape: 1; Side: A; Approx. Time Count: 19.9; Comments: asked when the contract for the customer service unit expires.}

Mary Ann Wellbank

{Tape: 1; Side: A; Approx. Time Count: 20.8; Comments: explained contract for phone service.}

Rep. Barnhart

{Tape: 1; Side: A; Approx. Time Count: 25.0; Comments: asked about complaint phone calls.}

Mary Ann Wellbank

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{Tape: 1; Side: A; Approx. Time Count: 26.5; Comments: reply to Rep. Barnhart.}

Rep. Cobb

{Tape: 1; Side: A; Approx. Time Count: 27.6; Comments: Are complaints increasing?}

Mary Ann Wellbank

{Tape: 1; Side: A; Approx. Time Count: 30.0; Comments: People did not like the new phone service at first.}

Mary Ann Wellbank

{Tape: 1; Side: A; Approx. Time Count: 31.8; Comments: Continued with review of reports.}

Sen. Waterman

{Tape: 1; Side: A; Approx. Time Count: 34.1; Comments: Is there a lot of turnover in telephone operators?}

Mary Ann Wellbank

{Tape: 1; Side: A; Approx. Time Count: 34.8; Comments: Yes.}

Sen. Waterman

{Tape: 1; Side: A; Approx. Time Count: 35.6; Comments: asked about training of customer service unit operators.}

Mary Ann Wellbank

{Tape: 1; Side: A; Approx. Time Count: 37.5; Comments: explained that most of training is giving feedback on calls.}

Rep. Cobb

{Tape: 1; Side: A; Approx. Time Count: 38.0; Comments: bidding for customer service operators?}

Mary Ann Wellbank

{Tape: 1; Side: A; Approx. Time Count: 38.9; Comments: It did go out to bid.}

Sen. Swysgood

{Tape: 1; Side: A; Approx. Time Count: 39.0; Comments: Referred to review and modification. This seems to be a critical area. How far behind is the bureau?}

Mary Ann Wellbank

{Tape: 1; Side: A; Approx. Time Count: 40.3; Comments: about three months behind.}

Sen. Swysgood

{Tape: 1; Side: A; Approx. Time Count: 43.1; Comments: asked about license suspension.}

Mary Ann Wellbank

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{Tape: 1; Side: A; Approx. Time Count: 43.9; Comments: The delinquent parent is at least 6 months behind before he a license is suspended. She explained the suspension process.}

Rep. Cobb

{Tape: 1; Side: B; Approx. Time Count: 3.1; Comments: collections for foster care.}

Mary Ann Wellbank and Joanne Chance (LFD)

{Tape: 1; Side: B; Approx. Time Count: 5.6; Comments: discussed foster care collection.}

Jack Lowney, Bureau Chief

{Tape: 1; Side: B; Approx. Time Count: 10.9; Comments: foster care collection discussion. Exhibit #2, Estimated Impact of a 1% Fee on NAFDC Collections.}

THE SUBCOMMITTEE RECESSED AT 9 A.M.

THE HEARING RESUMED AT 10:40 A.M.

EXECUTIVE ACTION ON CHILD SUPPORT ENFORCEMENT DIVISION

Tape No. 1B, .8

Statewide Present Law Adjustments

Motion/Vote: Rep. Cobb moved to accept item 01, Personal Services. The motion passed unanimously.

{Tape: 1; Side: B; Approx. Time Count: 1.6.}

Motion/Vote: Rep. Cobb moved to accept item 02, Inflation/Deflation. The motion passed unanimously.

Motion/Vote: Sen. Waterman moved to accept item 03, Fixed Costs. the motion passed 4-2.

Other Base Adjustments

{Tape: 1; Side: B; Approx. Time Count: 3.8.}

Motion: Rep. Cobb moved to accept "Other Base Adjustments".

{Tape: 1; Side: B; Approx. Time Count: 4.0; Comments: LFD staff comments.}

Jack Lowney

{Tape: 1; Side: B; Approx. Time Count: 8.3; Comments: Exhibit #3, Child Support Enforcement Division spreadsheet. Mr. Lowney explained spreadsheet.}

{Tape: 1; Side: B; Approx. Time Count: 11.1; Comments: staff/subcommittee discussion of "Other Base Adjustments".}

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Sen. Waterman

{Tape: 1; Side: B; Approx. Time Count: 16.4; Comments: concern that the Department may be shore of funds in the future.}

Jack Lowney

{Tape: 1; Side: B; Approx. Time Count: 18.4; Comments: He has some concern that the Department may not meet its estimated collections.}

Rep. Barnhart

{Tape: ; Side: B; Approx. Time Count: 19.3; Comments: Are the 18 FTEs state employees.}

Joanne Chance, LFD

{Tape: 1; Side: B; Approx. Time Count: 20.5; Comments: The cost of the 18 FTEs are in operating expenses..}

{Tape: 1; Side: B; Approx. Time Count: 24.3; Comments: discussion of 18 FTEs.}

{Tape: 2; Side: A; Approx. Time Count: .1; Comments: discussion continued on 18 FTEs.}

Motion/Vote: Sen. Waterman made a substitute motion that the 18 FTEs be moved to the appropriate part of personal services with 11 FTES showing as modified (one time only). The substitute motion passed 5-1.

Other Base Adjustments (continued)

{Tape: 2; Side: A; Approx. Time Count: 4.4; Comments: discussion, staff/subcommittee.}

Motion: Sen. Waterman moved to accept "Other Base Adjustments" which includes both the increases and decreases (other than the 18 FTEs which were moved to personal services).

{Tape: 2; Side: A; Approx. Time Count: 11.6; Comments: discussion of motion.}

Jack Lowney

{Tape: 2; Side: A; Approx. Time Count: 15.6; Comments: expect increases in contracted telephone staff.}

Mary Ann Wellbank

{Tape: 2; Side: A; Approx. Time Count: 17.1; Comments: Private process servers are expensive.}

Vote: Sen. Waterman's motion failed 3-3.

Rep. Cobb

{Tape: 2; Side: A; Approx. Time Count: 23.6; Comments: introduced language to be added to HB 2 to convey legislative intent to

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charge fees based on collections to make up for projected revenue shortfalls, Exhibit #4.}

Sen. Swysgood

{Tape: 2; Side: A; Approx. Time Count: 28.7; Comments: asked about funding sources.}

Jack Lowney

{Tape: 2; Side: A; Approx. Time Count: 30.0; Comments: discussed funding sources.}

Mary Ann Wellbank

{Tape: 2; Side: A; Approx. Time Count: 33.6; Comments: discussed charging fees for services.}

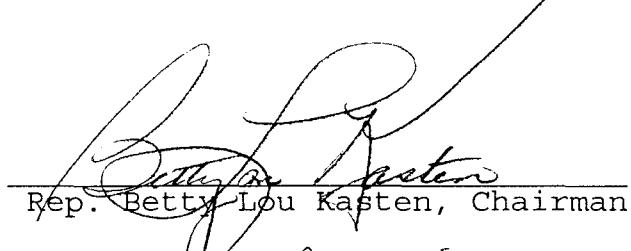
{Tape: 2; Side: A; Approx. Time Count: 39.2; Comments: discussed foster care collections.}

Motion/Vote: Rep. Cobb moved that the language to convey legislative intent to charge percentage service fees based on collections to make up for projected revenue shortfalls (should revenues fall below \$4.1 million per fiscal year) be added to HB 2. The motion passed unanimously.

{Tape: 2; Side: B; Approx. Time Count: 45.2; Comments: Staff will explained impact of today's action at the subcommittee meeting tomorrow.}

ADJOURNMENT

Adjournment: 12, noon



Rep. Betty Lou Kasten, Chairman



Ellen Garrity, Secretary

blk/eg