

MINUTES OF THE e-GOVERNMENT COMMITTEE.

The meeting was called to order by Chairperson Deena Horst at 3:37 p.m. on March 1, 2001, in Room 526-S of the Capitol.

All members were present except Representatives Faber, Morrison, Burroughs, Stone, and Alldritt, all of whom were excused.

Committee staff present:

Audrey Nogle, Kansas Legislative Research Department  
Amory Lovin, Kansas Legislative Research Department  
Lisa Montgomery, Revisor of Statutes' Office  
Gary Deeter, Temporary Committee Secretary

Conferees appearing before the committee:

Janet Schalansky, Secretary, Social and Rehabilitative Services (SRS)  
Steve Patterson, Chief Information Officer, SRS

Others attending: See attached sheet.

The minutes for the February 15 meeting were approved. (Motion, Representative Gatewood, second, Representative Levinson)

Janet Schalansky, Secretary, SRS, reviewed the status of the Kansas Payment Center (KPC), the joint venture of the Office of Judicial Administration and the SRS. (Attachment 1) She listed three components of the child support enforcement program: establishment of orders, enforcement of orders, and receipt/disbursement of funds, the last of which is the responsibility of SRS. She said the KPC was mandated by the federal government through the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) to centralize child support payments within each state. She noted that the KPC serves not only those receiving public assistance (IV-D)—about 54%—but also non-IV-D cases ordered by the courts. Because of the joint responsibilities for child welfare and child support, the Office of Judicial Administration (OJA) and SRS partnered to build the KPC. SRS selected Tier Technologies as vendor. The KPC went online October 1, 2000, receiving and disbursing child support payments that were formerly the responsibility of 107 county clerks in 105 county court houses. The \$17.5-million cost for the three-year project is 66%-reimbursed by the federal government. Tier Technologies is paid on a per-transaction rate. She stated that the KPC includes a 24-hour Voice Response Unit, web access to information, Electronic Fund Transfers from employers, electronic information exchange with counties, and direct deposit to recipients. She estimated savings to employers through a centralized system to be \$3 million annually.

Answering questions, Ms. Schalansky said through February 15 that 701,703 payments were received and disbursed; at the advent of the system the unidentified rate was 2-3% and has now been reduced to .87%. She acknowledged that Tier and SRS did not anticipate the volume of calls or the numbers of unidentified payments, initially overwhelming the staff. She said Tier, in response to the volume, increased their staff from 45 to 80 and added phone lines and web sites to handle the volume. Addressing privacy issues, Marilyn Jacobson, Special Assistant for Supervision of Child Support, replied that a PIN was used for voice access, and a county and case number were required for web access to personal information. Ms. Schalansky said the problem of split payments had been resolved and, with proper information, does not delay payments. Amy Hyten, staff attorney, OJA, explained that those who pay child support through the courts are assessed a fee, which is then returned to the county clerks.

Steve Patterson, Chief Information Officer, SRS, listed further electronic government initiatives developed by SRS. (Attachment 2) He said the SRS Vision card (Electronic Benefit Card) has replaced food stamps and cash assistance. The federally mandated Medicaid Management Information System (MMIS) will soon be updated or replaced by a federal mandate created by the Health Insurance Portability and Accountability Act of 1997. He stated that the various SRS child welfare systems, including the KPC, will be subsumed by the Statewide Automated Child Welfare Information System (SACWIS). Mr. Patterson noted that the "stovepipe" construction of isolated information systems will soon be integrated into a Client Information System.

Answering questions, Mr. Patterson said some distributive learning was used for training SRS workers, but limited bandwidth hindered wide deployment of the technology. He noted that the pending KAN-Ed bill presently in the legislature might help with such deployment by building a broadband backbone. He said client privacy is a major challenge in building any integrated information system. He acknowledged that federal mandates become onerous if the feds do not provide adequate financial support. The Chair invited Mr. Patterson to provide information to the committee if he identifies ways that federal mandates inhibit electronic delivery of services.

The meeting was adjourned at 4:50 p.m. The next meeting is scheduled for Tuesday, March 6, 2001, at 3:30 p.m. in Room 526-S.