

Good afternoon, Co-Chair Winters and Co-Chair Williamson.

My name is Kathleen Lamar. I am an employee of Dept of Justice, Division of Child Support. However, I am making this statement as a constituent and I care about the families of Oregon.

I work in the Financial Services Central Unit, and my job is to get the money to the families. I have around 28,000 cases. Every day, money suspends and I have to determine where it goes. Many times, a parent has more than one case, and within each case, there are different accounts, or buckets, where money must be applied.

Our computer system is worse than broken. Every time a system "fix" is done, something else goes wrong. I spend about 2 to 3 hours **EACH DAY** manipulating the system to do things it should already do. I have to manually split money out between cases, then between buckets, calculating who should get what. Other duties are set aside because we, as Case managers, do not have enough time in the day to perform them.

Our system doesn't link correctly to the DHS system, so **every month we spend many more hours, creating thousands of dollars in overpayments**, because the custodial person got money when they should not have. This is money they received for their children, but don't have the means to pay back.

When a customer or another state requests an audit, **we have to manually type in every payment, because we don't have a program to do it for us**. This often takes hours, even days, to complete, because the longer the case has been on our antiquated system, the more complicated the audit may be. Many other states have a simple program and can issue an audit within minutes.

It takes so much time to complete our daily tasks and to put out fires, we don't have time to do our other duties. Case managers have to work priority lists, and, ultimately, families go without child support because we don't have enough manpower to do everything else we need to do.

Please, PLEASE, help the families of Oregon who need our services to survive. We need the funds to update our computer system so it works for Oregon's children.