

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

I work in the Financial Services Unit, and my job is to get money to 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 is applied.

Our computer system is worse than broken. Every time a system "fix:" is done, something else breaks. I spend about 2-3 hours EVERY 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.

Our system doesn't link correctly to the DHS system, so every month we spend many hours, creating thousands of dollars in overpayments, because the custodial person got money when they shouldn't 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.

DCS is also short staffed. It takes so much time to complete our daily tasks and to put out fires, we don't have enough 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 we need to do.

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