

	COL A23 SCH VIIIIC REPRIORTIZN POS	COL A24 SCH VIIIIC N/R 2015-16 POS	COL A25 SCH VIIIIC ANZ 2015-16 POS	AMOUNT	AMOUNT	AMOUNT	CODES
REVENUE, DEPARTMENT OF							73000000
<u>CHILD SUPPORT ENFORCEMENT</u>							73310000
HEALTH AND HUMAN SERVICES							13
<u>SERVICES/MOST VULNERABLE</u>							<u>1304.00.00.00</u>
FUNDING REPRIORITIZATIONS							3D00000
REPRIORITIZATION FOR POSTAL SAVINGS							
TO DEVELOP E-SERVICES ON-LINE FORMS							
DEDUCT							3D01200
EXPENSES							040000
GENERAL REVENUE FUND -MATCH				50,086-			1000 2
FEDERAL GRANTS TRUST FUND -FEDERL				97,227-			2261 3
TOTAL APPRO.....				147,313-			

AGENCY ISSUE NARRATIVE:

SCHED VIIIIC REPRIORTIZN NARRATIVE:

IT COMPONENT? NO

Issue Narrative:
 Priority # 01

This is a proposal to change certain mail delivery practices in the Child Support Program (CSE) and redirect the resulting savings to expand web-based services and better serve customers' needs. A change in state law, as described below, will be needed to implement this proposal.

Current Situation:

Under current law, notice of administrative paternity and/or support actions must be sent by certified mail, restricted delivery (Sections 409.256(4) and 409.2563(4), F.S.) at a cost of \$6.11 for certified mail plus an additional \$4.75 for restricted delivery. According to the US Postal Service, Restricted Delivery ensures that your mail is only delivered to the person you specify, or to the person authorized in writing to sign for intended recipient.

In practice, a mail carrier often accepts the signature of individuals other than the person to whom the mail is addressed. The statutes requiring service by certified mail, restricted delivery also require the Department of Revenue (DOR) to take additional action to contact the addressee to confirm that he or she received the mail in question when someone other than the addressee signs the receipt. During State Fiscal Year (SFY) 2012-13, DOR mailed an estimated 12,000 initial notices of administrative paternity and/or support. The cost of the restricted delivery was \$57,000. The Department continues to expand its use of administrative paternity and/or support actions.

Currently Sections 61.1301 and 409.2574, F.S., require continuation of support notices and deemed income deduction notices be sent by certified mail at a cost of \$6.11 per piece. In SFY 2012-13, there were 4,082 deemed income deduction notices mailed and an estimated 2,832 continuation of support notices mailed. Both notices cost the program \$42,245.

Proposed Change and Savings:

DOR proposes to amend sections 409.256(4) and 409.2563(4), F.S. to remove the requirement for restricted delivery when using certified mail service, effective July 1, 2014, for the initial notice of administrative paternity and/or support. Removing the requirement for restricted delivery will not impact successful certified mail service for the Department, as

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HEALTH AND HUMAN SERVICES							13
<u>SERVICES/MOST VULNERABLE</u>							<u>1304.00.00.00</u>
FUNDING REPRIORITIZATIONS							3D00000
REPRIORITIZATION FOR POSTAL SAVINGS							
TO DEVELOP E-SERVICES ON-LINE FORMS							
DEDUCT							3D01200

explained above. It would save the Department \$4.75 for each certified mail request for a total savings of \$57,000 annually.

The Department also proposes to amend sections 61.1301 and 409.2574, F.S., to allow deemed income deduction notices and continuation of support notices to be sent by regular mail rather than certified mail. This will provide a more efficient process for notifying customers. The regular mail cost will be \$0.46 per notice, a savings of \$5.65 each for a total savings of \$39,064 annually.

The combined annual savings will be \$96,064. This proposal is also included in the Department's Schedule VIII-B.

Reprioritization of Resources:

The \$96,064 savings will be redirected and used to contract for e-forms development services, which will create and maintain forms for online use by CSE customers. Customers will be able to access DOR e-Services, locate desired forms and print the forms directly from the website. This will reduce the need for mailing forms to customers and allow customers to more easily and quickly obtain the forms. Please see issue code 3D01300

REPRIORITIZATION FOR POSTAL SAVINGS							
TO DEVELOP E-SERVICES ON-LINE FORMS							
ADD BACK							3D01300
SPECIAL CATEGORIES							100000
PUR/SVCS-CHILD SUPP ENF							102877
GENERAL REVENUE FUND -MATCH				50,086			1000 2
FEDERAL GRANTS TRUST FUND -FEDERL				97,227			2261 3
TOTAL APPRO.....				147,313			
				=====			

AGENCY ISSUE NARRATIVE:

SCHED VIIIIC REPRIORTIZN NARRATIVE: IT COMPONENT? NO

Issue Narrative:

Priority # 01

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COL A23		COL A24		COL A25		CODES
SCH VIIIIC	SCH VIIIIC	SCH VIIIIC	SCH VIIIIC	SCH VIIIIC	SCH VIIIIC	
REPRIORTIZN	N/R 2015-16	ANZ 2015-16	ANZ 2015-16	ANZ 2015-16	ANZ 2015-16	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
REVENUE, DEPARTMENT OF						73000000
<u>CHILD SUPPORT ENFORCEMENT</u>						73310000
HEALTH AND HUMAN SERVICES						13
<u>SERVICES/MOST VULNERABLE</u>						<u>1304.00.00.00</u>
FUNDING REPRIORITIZATIONS						3D00000
REPRIORITIZATION FOR POSTAL SAVINGS						
TO DEVELOP E-SERVICES ON-LINE FORMS						
ADD BACK						3D01300

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		COL A23	COL A24	COL A25	
		SCH VIIIIC	SCH VIIIIC	SCH VIIIIC	
		REPRIORTIZN	N/R 2015-16	ANZ 2015-16	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT
					CODES
REVENUE, DEPARTMENT OF					73000000
GENERAL TAX ADMINISTRATION					73410000
GOV OPERATIONS/SUPPORT					16
GOVERNMENTAL OPERATIONS					1601.00.00.00
FUNDING REPRIORITIZATIONS					3D00000
REPRIORITIZATION FOR DISCONTINUING					
MAILING COUPON BOOKS TO E-FILERS					
DEDUCT					3D02200
EXPENSES					040000
GENERAL REVENUE FUND	-STATE	25,889-			1000 1

AGENCY ISSUE NARRATIVE:

SCHED VIIIIC REPRIORTIZN NARRATIVE:
 Priority # 02

IT COMPONENT? NO

This is a proposal to discontinue mailing coupon booklets to voluntary e-filers for Sales and Use Tax and Solid Waste Tax filers and to redirect the resulting Expense category savings to Contracted Services to support the General Tax Administration Program's strategic initiatives.

In calendar year 2013, there were 17,136 taxpayers that filed and paid electronically, but they are not required to by law. The Department also mails paper forms annually to these taxpayers. Of the voluntary e-file taxpayer population, approximately 7% of Sales and Use taxpayers and 55% of Solid Waste taxpayers receive paper forms that they do not use due to filing electronically.

The savings generated from this change will be re-directed to strategic initiatives such as continuing to modernize and streamline processes, continuing to expand existing technology, and integrating emerging technology while ensuring the protection of taxpayer data.

REPRIORITIZATION FOR DISCONTINUING
 MAILING COUPON BOOKS TO E-FILERS
 ADD

3D02300
 100000
 100777

SPECIAL CATEGORIES
 CONTRACTED SERVICES

GENERAL REVENUE FUND -STATE 25,889

1000 1

AGENCY ISSUE NARRATIVE:

SCHED VIIIIC REPRIORTIZN NARRATIVE:
 Priority # 02

IT COMPONENT? NO

COL A23		COL A24		COL A25		CODES
SCH VIIIIC	REPRIORTIZN	SCH VIIIIC	N/R 2015-16	SCH VIIIIC	ANZ 2015-16	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	

REVENUE, DEPARTMENT OF						73000000
GENERAL TAX ADMINISTRATION						73410000
GOV OPERATIONS/SUPPORT						16
GOVERNMENTAL OPERATIONS						1601.00.00.00
FUNDING REPRIORITIZATIONS						3D00000
REPRIORITIZATION FOR DISCONTINUING						
MAILING COUPON BOOKS TO E-FILERS						
ADD						3D02300

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The savings generated from this change will be re-directed to strategic initiatives such as continuing to modernize and streamline processes, continuing to expand existing technology, and integrating emerging technology while ensuring the protection of taxpayer data.

REPRIORITIZATION FOR SELF-SERVICE						
ANNUAL RESALE CERTIFICATES DEDUCT						3D02400
EXPENSES						040000
GENERAL REVENUE FUND	-STATE	175,367-				1000 1

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AGENCY ISSUE NARRATIVE:

SCHED VIIIIC REPRIORTIZN NARRATIVE:
 Priority # 03

IT COMPONENT? NO

This is a proposal to shift Expense category savings that will be realized once process improvements have been completed to allow e-filing taxpayers to print their annual resale certificates for Sales and Use Tax or Communications Services Tax. The savings will be achieved by a reduction in costs for printing and mailing the certificates, which will no longer be necessary. Approximately 71% of Sales and Use taxpayers and 78% of Communications Services taxpayers are e-filers.

The Expense category savings will be re-directed to Contracted Services to support the General Tax Administration's strategic initiatives such as continuing to modernize and streamline processes, continuing to expand existing technology, and integrating emerging technology while ensuring the protection of taxpayer data.

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REVENUE, DEPARTMENT OF							73000000
GENERAL TAX ADMINISTRATION							73410000
GOV OPERATIONS/SUPPORT							16
GOVERNMENTAL OPERATIONS							1601.00.00.00
FUNDING REPRIORITIZATIONS							3D00000
REPRIORITIZATION FOR SELF-SERVICE							
ANNUAL RESALE CERTIFICATES ADD							3D02500
SPECIAL CATEGORIES							100000
CONTRACTED SERVICES							100777
GENERAL REVENUE FUND -STATE				175,367			1000 1

AGENCY ISSUE NARRATIVE:

SCHED VIIIIC REPRIORTIZN NARRATIVE: IT COMPONENT? NO
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