

	COL A23 SCH VIIIIC REPRIORTIZN POS	COL A24 SCH VIIIIC N/R 2016-17 POS	COL A25 SCH VIIIIC ANZ 2016-17 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				64,193-			1000 2
FEDERAL GRANTS TRUST FUND -FEDERL				124,610-			2261 3
TOTAL APPRO.....				188,803-			

AGENCY ISSUE NARRATIVE:

SCHED VIIIIC REPRIORTIZN NARRATIVE:

IT COMPONENT? NO

Priority: #1

This is a proposal to change certain mail delivery practices in the Child Support Program (Program) 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 \$6.74 for certified mail plus an additional \$5.15 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 (Department) 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 the state fiscal year 2014-15, the Department mailed an estimated 34,145 initial notices of administrative paternity and/or support. The cost of the restricted delivery was \$175,847. 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 \$6.74 per piece. In state fiscal year 2014-15, there were 1,727 deemed income deduction notices mailed and an estimated 346 continuation of support notices mailed. Both notices cost the program \$13,972.

Proposed Change and Savings:

The Department 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, 2016, 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 explained above. It would save the Department \$5.15 for each certified mail request for a total

COL A23		COL A24		COL A25		CODES
SCH VIIIIC	REPRIORTIZN	SCH VIIIIC	N/R 2016-17	SCH VIIIIC	ANZ 2016-17	
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						
DEDUCT						3D01200

savings of \$175,847 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 \$0.49 per notice, a savings of \$6.25 each for a total savings of \$12,956 annually.

The combined annual savings will be \$188,803. This proposal is also included in the Department's Schedule VIII-B.

Reprioritization of Resources:

The \$188,803 savings will be redirected and used to contract for e-forms development services, which will create and maintain forms for online use by Child Support customers. Customers will be able to access the Department's 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.

The Program administers two customer satisfaction surveys. The surveys are offered through the website during two different website experiences. Both surveys include an option for customers to give suggestions to improve our services. Comments concerning the availability of forms for completion and submission online are consistently entered into these surveys. For years, customers have asked when program forms would be available online. Survey feedback received January April, 2015 included 61 comments from our customers wanting online forms. Many customers noted the time savings of downloading and submitting documents electronically, the convenience of accessing forms instantly and the overall cost savings that online forms would provide. For example, a customer noted, "If we can upload documents directly to your office that would save many hours of traveling and gas."

REPRIORITIZATION FOR POSTAL SAVINGS
 TO DEVELOP E-SERVICES ON-LINE FORMS
 ADD BACK

3D01300
 100000
 102877

GENERAL REVENUE FUND -MATCH 64,193
 FEDERAL GRANTS TRUST FUND -FEDERL 124,610

1000 2
 2261 3

TOTAL APPRO..... 188,803

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COL A23		COL A24		COL A25		CODES
SCH VIIIIC	REPRIORTIZN	SCH VIIIIC	N/R 2016-17	SCH VIIIIC	ANZ 2016-17	
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

AGENCY ISSUE NARRATIVE:

SCHED VIIIIC REPRIORTIZN NARRATIVE:
 Priority: #1

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	COL A23	COL A24	COL A25	
	SCH VIIIIC	SCH VIIIIC	SCH VIIIIC	
	REPRIORTIZN	N/R 2016-17	ANZ 2016-17	
POS	AMOUNT	POS	AMOUNT	POS
				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				
ADD BACK				3D01300

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COL A23		COL A24		COL A25		CODES
SCH VIIIIC		SCH VIIIIC		SCH VIIIIC		
REPRIORTIZN	AMOUNT	N/R 2016-17	AMOUNT	ANZ 2016-17	AMOUNT	
POS		POS		POS		

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	35,426-				1000 1

AGENCY ISSUE NARRATIVE:

SCHED VIIIIC REPRIORTIZN NARRATIVE: IT COMPONENT? NO
 Priority #2

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 Expenses category savings to Contracted Services to support the General Tax Administration Program's strategic initiatives.

System enhancements have been put in place to flag business partner accounts that voluntarily file electronically and after two consecutive e-filings, their account is flagged to suppress mailing paper coupon books. The system enhancement began flagging accounts in September 2014, and there will be an estimated reduction in coupon books mailing to 29,730 partners. The estimated cost to print and mail sales tax and solid waste coupon books is \$1.1916 per book. The savings is estimated to be \$35,426.

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
SPECIAL CATEGORIES						100000
CONTRACTED SERVICES						100777

GENERAL REVENUE FUND	-STATE	35,426				1000 1
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AGENCY ISSUE NARRATIVE:

SCHED VIIIIC REPRIORTIZN NARRATIVE: IT COMPONENT? NO
 Priority #2

COL A23		COL A24		COL A25		CODES
SCH VIIIIC	REPRIORTIZN	SCH VIIIIC	N/R 2016-17	SCH VIIIIC	ANZ 2016-17	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	

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

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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:

IT COMPONENT? NO

Priority # 03

This is a proposal to shift Expenses 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 74% of Sales and Use taxpayers and 81% of Communications Services taxpayers are e-filers.

The Expenses 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.

	COL A23 SCH VIIIIC REPRIORTIZN POS	COL A24 SCH VIIIIC N/R 2016-17 POS	COL A25 SCH VIIIIC ANZ 2016-17 POS	AMOUNT	AMOUNT	AMOUNT	CODES
REVENUE, DEPARTMENT OF							73000000
GENERAL TAX ADMINISTRATION							73410000
GOV OPERATIONS/SUPPORT							16
GOVERNMENTAL OPERATIONS							<u>1601.00.00.00</u>
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

Priority # 03

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