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Problems Persist with ACCESSNebraska

(AP)--A new report says Nebraska's service to help residents enroll in public benefits is failing to meet its clients' needs.

The Legislature's Performance Audit Committee said in a report Wednesday that the ACCESSNebraska system remains dysfunctional, with a high rate of busy signals for callers and long wait times for service.

The system relies on a website and call centers to determine whether Nebraskans qualify for public benefits. It also helps them enroll in and renew their benefits.

Senator John Harms, the committee chairman, says senators remain concerned about the program.

The Department of Health and Human Services says it has made significant improvements since October 1st, and average wait times for phone service have decreased ever since.

Associated Press