

An Important Note About Payment Processing Times:

The launch of the new statewide accounting system (NCFS), which all state agencies including IDS must use and do not control, has regrettably caused delays in the amount of time it takes for IDS to compensate PAC for court appointed work.

- NCFS, which launched in early October, adds several additional steps in order to process each fee application.
- Further, also early in October, an externally mandated change to the payment process in eCourts counties added a significant amount of processing time to each of those fee applications, causing further payment delays.

IDS is working diligently to overcome delays and attempt to get back to the prior standard turnaround times. We are committed to ensuring timely payments working with the tools we currently have at our disposal while also continuing to explore new options.

- We have hired one additional temporary staff member to assist the team of five people who process the approximately 11,000 fee applications we receive each month.
- We are also preparing to bring on an additional temporary staff member.
- IDS staff continue to brainstorm internal technological and policy changes to minimize the impact these external changes have on our payment procedures.