

Dept of Workforce Services

Project Information	
Name	DWS-CATS-TAP LARGE-EMPLOYER-Data-Import
Description	This enhancement allows for TAP (Tax Audit Program) to import large wage data files and be able to perform large audits on very large multinational employers 
Project Manager	Lorin Sheffield
Estimated Start Date	2015-05-20 08:00:00.0000000
Estimated End Date	2015-07-15 17:00:00.0000000

Project Financial Information	
Estimated Budget	
Estimated Total Labor Costs	\$25,000.00
Estimated Total Non Labor Costs	\$0.00
Estimated Project Costs	\$25,000.00

Project Operational Information	
Who will access? (Public, State, Local, Government, etc.)	DWS CATS Field Audit team
Is this project the result of a legislative action?	No
Bill Number	N/A
Fiscal Year	N/A
Will project include development of web component?	No
New online service?	N/A
New URL(s)?	N/A
Will new data be collected?	No
Is the data collected personal or protected?	Yes
Will the project use load balancing services?	Yes
Does this project include a mobile component?	No
Deployment/support require DTS staff after hours?	Yes
What is the plan to ensure accessibility?	Section 508 compliancy is reviewed by Brent Neal and accessibility rules are followed where required.
What DB architectures will be used in this project?	DWS UI combined DB
What OS environment?	Windows
What network services will be required?	Hosting, Firewall, Standard VPN, 2-Factor
How will this be hosted?	In House
What storage resources will be required?	Combined databases
What information systems will be impacted?	CATS, TAP

Summary of Comments on DB-PRJ-107 IT Plan

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 Number: 1 Author: rfrandsen Subject: Sticky Note Date: 10/28/2015 9:40:23 AM
What is DWS doing now for auditing these large employers? How will this functionality likely impact collections?

Dept of Workforce Services

Project Information	
Name	DWS-CATS-TOP Employer
Description	Federal law now requires states to use the Treasury Offset Program (TOP) to collect both benefit overpayments and unpaid unemployment insurance (UI) taxes. Utah's program is currently operational for benefit overpayments. This grant will allow us to build an automated system to also offset UI debts against employers potential federal income tax refunds, bringing us into compliance with Federal law. 
Project Manager	Lorin Sheffield
Estimated Start Date	2015-06-15 08:00:00.0000000
Estimated End Date	2016-01-29 17:00:00.0000000

Project Financial Information	
Estimated Budget	
Estimated Total Labor Costs	\$238,422.00
Estimated Total Non Labor Costs	\$0.00
Estimated Project Costs	\$238,422.00

Project Operational Information	
Who will access? (Public, State, Local, Government, etc.)	Public, State
Is this project the result of a legislative action?	No
Bill Number	N/A
Fiscal Year	N/A
Will project include development of web component?	Yes
New online service?	No
New URL(s)?	No
Will new data be collected?	Yes
Is the data collected personal or protected?	Yes
Will the project use load balancing services?	Yes
Does this project include a mobile component?	No
Deployment/support require DTS staff after hours?	Yes
What is the plan to ensure accessibility?	Section 508 compliancy is reviewed by Brent Neal and accessibility rules are followed where required.
What DB architectures will be used in this project?	Oracle
What OS environment?	Windows
What network services will be required?	Hosting, Firewall, VPN, 2-Factor

 Number: 1 Author: rfrandsen Subject: Sticky Note Date: 10/28/2015 9:39:09 AM
How much do you think this will increase the collection of unpaid unemployment insurance taxes?

Dept of Workforce Services

Project Information	
Name	DWS-CUBS .NET ICON Phase III Batch Federal
Description	Subproject of the CUBS Versata to .NET conversion for ICON Phase II Batch handling federal transactions between other agencies in the US to gather wage information to make benefit determinations.
Project Manager	Lorin Sheffield
Estimated Start Date	2016-04-01 08:00:00.0000000
Estimated End Date	2016-10-14 17:00:00.0000000

Project Financial Information	
Estimated Budget	
Estimated Total Labor Costs	\$148,350.00 
Estimated Total Non Labor Costs	\$0.00
Estimated Project Costs	\$148,350.00

Project Operational Information	
Who will access? (Public, State, Local, Government, etc.)	State
Is this project the result of a legislative action?	No
Bill Number	N/A
Fiscal Year	N/A
Will project include development of web component?	Yes
New online service?	No
New URL(s)?	No
Will new data be collected?	No
Is the data collected personal or protected?	Yes
Will the project use load balancing services?	Yes
Does this project include a mobile component?	No
Deployment/support require DTS staff after hours?	Yes
What is the plan to ensure accessibility?	Section 508 compliancy is reviewed by Brent Neal and accessibility rules are followed where required.
What DB architectures will be used in this project?	Oracle
What OS environment?	Windows
What network services will be required?	Hosting, Firewall, VPN, 2-Factor
How will this be hosted?	In House
What storage resources will be required?	Combined databases
What information systems will be impacted?	CUBS

Number: 1 Author: rfrandsen Subject: Sticky Note Date: 10/28/2015 10:37:32 AM

I could a total of \$3.4M in CUBS project expenses (this is one of many, my CUBS list further below), last year DWS indicated "The purpose of the CUBS re-write is to replace the current, expensive, 3rd party development platform, Versata by writing a substantially less expensive industry standard .NET application. Annual maintenance charges for Versata were prohibitive. Developing in house will be a far less expensive option." Are we saving money? Should we be concerned about these costs?

DWS-CUBS .NET ICON Phase II Batch Billing \$	219,558
DWS-CUBS .NET Accounting Part 1 \$	386,537
DWS-CUBS .NET Accounting Part 2 \$	287,294
DWS-CUBS .NET Adjudication Part 1 \$	130,000
DWS-CUBS .NET Adjudication Part 2 \$	450,708
DWS-UI CUBS ICON IBX BATCH \$	225,492
DWS-UI-FY16-CUBS Maintenance \$	1,508,413
DWS-CUBS .NET ICON Phase III Batch Federal \$	148,350
Total - CUBS \$	3,356,352

Dept of Workforce Services

Project Information	
Name	DWS-ESD-eREP ACA
Description	<p>The Affordable Care Act of 2010 (ACA) expands access to health insurance coverage through improvement to the Medicaid and Children's Health Insurance (CHIP) programs, the establishment Affordable Insurance Exchanges and the assurance of coordination between Medicaid, CHIP and the Exchanges.</p> <p>The requirements include having a "no wrong door" approach for the citizens of Utah to gain access to information regarding both public and private health care coverage. Utahans must be able to enroll in private or public health plans and transfer between private and public plans seamlessly as per the Center on Medicaid and Medicare Services (CMS).</p> <p>Other requirements include "real time" determinations of eligibility for health coverage, referring Utahans to the appropriate agency for eligibility for Advanced Premium Tax Credits (APTC) and tracking Utahans when they transfer between public and private coverage.</p> <p>States are required to use electronic means to verify customer's information by interfacing with a Federal hub which will have eligibility information and accept self-attestation to verify information in many situations.</p> <p>There will be one single application form used both in electronic and paper form. There will be much coordination among several agencies to support the policies and regulations of the ACA. The Department of Health (DoH), the Department of Workforces Services (DWS) and the Department of Technology Services (DTS) are currently reviewing the federal regulations to interpret their meaning and understand their intent (no easy task).</p>
Project Manager	Penni Dehaan
Estimated Start Date	2015-07-01 00:00:00.0000000
Estimated End Date	2016-06-30 17:00:00.0000000

Project Financial Information	
Estimated Budget	
Estimated Total Labor Costs	\$4,867,303.00
Estimated Total Non Labor Costs	\$458,923.00
Estimated Project Costs	\$5,326,226.00

Project Operational Information	
Who will access? (Public, State, Local, Government, etc.)	State Gov
Is this project the result of a legislative action?	Yes
Bill Number	Healthy Utah

Number: 1 Author: rfrandsen Subject: Sticky Note Date: 10/28/2015 10:01:30 AM

(1) what are the State costs for this \$5.3 million?

(2) I thought we had made our system changes in prior years, why are we still making major changes?

Dept of Workforce Services

Project Information	
Name	DWS-ESD-eREP Childcare
Description	OCC has taken deliberate steps to gather feedback to support positive change for the child care program on a state wide level. Several workgroups were formed and town hall meetings were facilitated to fully understand the impacts of the current system and potential changes in the future. The Overhaul project has many components, all of which have been assigned into a phase implementation process. 
Project Manager	Penni Dehaan
Estimated Start Date	2015-07-01 00:00:00.0000000
Estimated End Date	2016-06-30 17:00:00.0000000

Project Financial Information	
Estimated Budget	
Estimated Total Labor Costs	\$318,886.00
Estimated Total Non Labor Costs	\$0.00
Estimated Project Costs	\$318,886.00

Project Operational Information	
Who will access? (Public, State, Local, Government, etc.)	State Gov, CC Providers
Is this project the result of a legislative action?	No
Bill Number	N/A
Fiscal Year	N/A
Will project include development of web component?	Yes
New online service?	No
New URL(s)?	No
Will new data be collected?	Yes
Is the data collected personal or protected?	Yes
Will the project use load balancing services?	Yes
Does this project include a mobile component?	No
Deployment/support require DTS staff after hours?	Yes
What is the plan to ensure accessibility?	Please see SLA document
What DB architectures will be used in this project?	DB2, Mongo
What OS environment?	Linux
What network services will be required?	Hosting, Firewall, Networking
How will this be hosted?	In House

Number: 1 Author: rfrandsen Subject: Sticky Note Date: 10/28/2015 10:03:17 AM
What are the expected positive outcomes/changes from the overhaul project for the IT system?

Dept of Workforce Services

Project Information	
Name	DWS-ESD-eREP Policy Changes
Description	Historically, a number of federal, legislative, and discretionary changes have been developed and deployed by the development team (level of effort is 2-weeks or greater by a dedicated team) to support all programs. This project and associated budget is a placeholder for such "unknown" activity.
Project Manager	Penni Dehaan
Estimated Start Date	2015-06-11 08:00:00.0000000
Estimated End Date	2015-06-11 17:00:00.0000000

Project Financial Information	
Estimated Budget	
Estimated Total Labor Costs	\$432,018.00 
Estimated Total Non Labor Costs	\$0.00
Estimated Project Costs	\$432,018.00

Project Operational Information	
Who will access? (Public, State, Local, Government, etc.)	Utah Gov
Is this project the result of a legislative action?	No
Bill Number	N/A
Fiscal Year	N/A
Will project include development of web component?	No
New online service?	N/A
New URL(s)?	N/A
Will new data be collected?	No
Is the data collected personal or protected?	No
Will the project use load balancing services?	Yes
Does this project include a mobile component?	No
Deployment/support require DTS staff after hours?	Yes
What is the plan to ensure accessibility?	Please see SLA document
What DB architectures will be used in this project?	DB2, Mongo
What OS environment?	Linux
What network services will be required?	Hosting, Firewall, Networking
How will this be hosted?	In House
What storage resources will be required?	SAN

Number: 1 Author: rfrandsen Subject: Sticky Note Date: 10/28/2015 10:12:22 AM

how does this compare to actual cost? Do you get most of those costs covered with new money (from fed or state)? what is the state cost associated with this component?

Dept of Workforce Services

Project Information	
Name	DWS-ESD-eREP-FY16-Operational
Description	<p>The State of Utah's eREP system is an enterprise, interagency application providing efficiencies and eliminating redundancies for mission critical programs of the Department of Workforce Services, Department of Health, and the Department of Human Services. These programs include: Temporary Assistance for Needy Families (TANF), Medical, Medicaid, Children's Health Insurance Program (CHIP), Food Stamps, Child Care, General Assistance and Refugee Cash and other state administered federal public assistance programs.</p> <p>myCase and the new ChildCare Provider Portal, coupled with eREP, allow delivery of online services to customers where they can apply for benefits and take an active role in monitoring and managing their own public assistance cases and childcare providers can monitor and manage their services. These products need to be maintained and modified to meet existing and future business needs.</p>
Project Manager	Penni Dehaan
Estimated Start Date	2015-07-01 00:00:00.0000000
Estimated End Date	2016-06-30 17:00:00.0000000

Project Financial Information	
Estimated Budget	
Estimated Total Labor Costs	\$2,048,650.00 
Estimated Total Non Labor Costs	\$933,179.00
Estimated Project Costs	\$2,981,829.00

Project Operational Information	
Who will access? (Public, State, Local, Government, etc.)	Utah Gov
Is this project the result of a legislative action?	No
Bill Number	N/A
Fiscal Year	N/A
Will project include development of web component?	Yes
New online service?	No
New URL(s)?	No
Will new data be collected?	No
Is the data collected personal or protected?	No
Will the project use load balancing services?	Yes
Does this project include a mobile component?	No

Number: 1 Author: rfrandsen Subject: Sticky Note Date: 10/28/2015 10:14:51 AM

I estimate a total of \$9.2M for all eREP changes, what is the state portion of those expenses? Could you explain more justification for why that much spending is justified. I believe the basis for eREP was that it would save the State money (please correct me if I'm wrong), how do our annual savings compare to this year's \$9.2M in IT costs?

DWS-ESD-eREP ACA \$	5,326,226	
DWS-ESD-eREP Achieving a Better Life (SB292) \$		32,374
DWS-ESD-eREP Childcare \$	318,886	
DWS-ESD-eREP Policy Changes \$	432,018	
DWS-ESD-eREP Replace Current EBT Solution \$		85,867
DWS-ESD-eREP-FY16-Operational \$	2,981,829	
Total - eREP \$	9,177,200	

Dept of Workforce Services

Project Information	
Name	DWS-FY16-Administrative Projects Operational
Description	Provide project management and Oracle DBA support for DWS Administration projects/applications.
Project Manager	Kent Rimmasch
Estimated Start Date	2015-07-01 08:00:00.0000000
Estimated End Date	2016-06-30 17:00:00.0000000



Project Financial Information	
Estimated Budget	
Estimated Total Labor Costs	\$1,171,600.00
Estimated Total Non Labor Costs	\$182,300.00
Estimated Project Costs	\$1,353,900.00

Project Operational Information	
Who will access? (Public, State, Local, Government, etc.)	State
Is this project the result of a legislative action?	No
Bill Number	N/A
Fiscal Year	N/A
Will project include development of web component?	Yes
New online service?	No
New URL(s)?	Yes
Will new data be collected?	Yes
Is the data collected personal or protected?	Yes
Will the project use load balancing services?	Yes
Does this project include a mobile component?	No
Deployment/support require DTS staff after hours?	Yes
What is the plan to ensure accessibility?	508 reviews
What DB architectures will be used in this project?	Oracle
What OS environment?	Linux, Windows
What network services will be required?	Standard
How will this be hosted?	In House
What storage resources will be required?	13 TB
What information systems will be impacted?	eREP, UWORKS, CATS, CUBS
Business Resumption/Disaster Recovery Plan?	Yes

 Number: 1 Author: rfrandsen Subject: Sticky Note Date: 10/28/2015 10:06:01 AM
Could you explain a little more what we are getting for our \$1.4 million investment for this project please?

Dept of Workforce Services

Project Information	
Name	DWS-FY16-Data Warehouse Operational
Description	The Data Warehouse is a repository for most of the data the Department of Workforce Services needs to create Management and Operational Reports. DTS uses an array of processes to capture data. IBM Cognos is the software product currently being used for reporting. This application gives DWS the ability to present reports in a WEB environment.
Project Manager	David Moffitt
Estimated Start Date	2015-07-01 08:00:00.0000000
Estimated End Date	2016-06-30 17:00:00.0000000



Project Financial Information	
Estimated Budget	
Estimated Total Labor Costs	\$1,068,400.00
Estimated Total Non Labor Costs	\$208,100.00
Estimated Project Costs	\$1,276,500.00

Project Operational Information	
Who will access? (Public, State, Local, Government, etc.)	State
Is this project the result of a legislative action?	No
Bill Number	N/A
Fiscal Year	N/A
Will project include development of web component?	No
New online service?	N/A
New URL(s)?	N/A
Will new data be collected?	Yes
Is the data collected personal or protected?	Yes
Will the project use load balancing services?	Yes
Does this project include a mobile component?	No
Deployment/support require DTS staff after hours?	Yes
What is the plan to ensure accessibility?	508 review
What DB architectures will be used in this project?	Oracle
What OS environment?	Linux, Windows
What network services will be required?	Standard
How will this be hosted?	In House
What storage resources will be required?	8 TB

 Number: 1 Author: rfrandsen Subject: Sticky Note Date: 10/28/2015 10:24:15 AM
Could explain more about this please? So you're adding something to do more things with data already contained in Data Warehouse?

Dept of Workforce Services

Project Information	
Name	DWS-Install Oracle XADATA and 12c Software
Description	Install/configure Oracle XADATA appliance in Salt Lake and Richfield data centers. Install/configure Oracle version 12c software on XADATA appliances. 
Project Manager	Kent Rimmasch
Estimated Start Date	2015-08-03 08:00:00.0000000
Estimated End Date	2016-01-29 17:00:00.0000000

Project Financial Information	
Estimated Budget	
Estimated Total Labor Costs	\$350,000.00
Estimated Total Non Labor Costs	\$1,400,000.00
Estimated Project Costs	\$1,750,000.00

Project Operational Information	
Who will access? (Public, State, Local, Government, etc.)	State
Is this project the result of a legislative action?	No
Bill Number	N/A
Fiscal Year	N/A
Will project include development of web component?	No
New online service?	N/A
New URL(s)?	N/A
Will new data be collected?	Yes
Is the data collected personal or protected?	Yes
Will the project use load balancing services?	Yes
Does this project include a mobile component?	No
Deployment/support require DTS staff after hours?	Yes
What is the plan to ensure accessibility?	System is a data base.
What DB architectures will be used in this project?	Oracle
What OS environment?	Linux
What network services will be required?	Standard
How will this be hosted?	In House
What storage resources will be required?	26 TB
What information systems will be impacted?	EREP, CATS, CUBS, UWORKS, DW
Business Resumption/Disaster Recovery Plan?	Yes

Number: 1 Author: rfrandsen Subject: Sticky Note Date: 10/28/2015 10:27:29 AM
Could explain a little more about what this means please? What functionality/capacity are we getting for the expenditure?

Project Name: DWS-CATS-TAP LARGE-EMPLOYER-Data-Import

Description: This enhancement allows for TAP (Tax Audit Program) to import large wage data files and be able to perform large audits on very large multinational employers

Q1) What is DWS doing now for auditing these large employers?

A1) When a company treats an individual as an independent contractor, they do not pay unemployment insurance contributions, Workers' Compensation, etc. When this is done incorrectly, misreported wages allow some employers to have lower operating costs than their law-abiding competitors.

Prior to the upgrade, TAP had significant performance issues when attempting to upload large amounts of data and typically required the behind-the-scene assistance of a programmer. As such, the focus was on auditing smaller companies. This project, which was completed in July 2015, enhanced TAP's capability to process the data from audits on large employers and expanded its capabilities to upload spreadsheets, upload worksheets, and attach documents. Auditing large employers previously took about 50 hours of an auditor's time to process the information they get from employers. TAP performance improvements have shortened that time significantly, with a current average of 19.1 hours per audit.

Q2) How will this functionality likely impact collections?

A2) DWS currently has 1,790 active large employers, representing 2.4% of the employer population yet the employees of these employers represent 66.6% of the employee population in Utah. Reviewing some of these large employers provides the opportunity to examine or audit the areas that have the greatest potential and motivation for misclassifying workers.

In 2014, DWS hired three Field Auditors III to focus on employers who have issued over three-hundred 1099s, that both match and do not match with the IRS records; Professional Employer Organizations (PEOs); and large employers with over 1000 employees. The TAP Large Employer project enables Auditors III to focus on auditing large employers, resulting in higher assessed contributions and higher collections potential from these employers. This is an effective tool that enhances our existing audit program.

Audit Outcome Evaluation Oct 2014 through Sep 2015				
Status	Average Hours / Audit	Average Misclassified Workers / Audit	Average Wages Underreported / Audit	Average Contributions Assessed / Audit
Auditor II	9.7	3.1	\$24,767	\$213
Auditor III	19.1	20.3	\$218,719	\$2,345

Project Name: DWS-CATS-TOP Employer

Description: Federal law now requires states to use the Treasury Offset Program (TOP) to collect both benefit overpayments and unpaid unemployment insurance (UI) taxes. Utah's program is currently operational for benefit overpayments. This grant will allow us to build an automated system to also

offset UI debts against employers' potential federal income tax refunds, bringing us into compliance with Federal law.

Q3) How much do you think this will increase the collection of unpaid unemployment insurance taxes?

A3) Employer TOP will allow DWS to garnish federal income tax return refunds from employers that have debts for unpaid contributions, interest, and penalties.

We have identified about 6,000 employers that have active liens for which Utah could use the employer TOP program to recover up to \$11.8 million in debts owed to UI. This includes sole proprietors, partnerships, and corporations. The majority of corporations and partnerships are not personally liable for their debts and DWS does not yet know how many of these businesses will actually have federal income tax returns. The majority of our collections through TOP are expected to come from individual federal income tax returns of sole proprietors. We have identified about 1,000 sole proprietors we will be able to collect from if there is a federal income tax return established. Employer TOP will be an ongoing source of collections of unpaid UI taxes.

Project Name: DWS-CUBS .NET ICON Phase III Batch Federal

Description: Subproject of the CUBS Versata to .NET conversion for ICON Phase II Batch handling federal transactions between other agencies in the US to gather wage information to make benefit determinations.

Estimated Project Costs: \$148,350

I count a total of \$3.4M in CUBS project expenses (this is one of many, my CUBS list further below), last year DWS indicated "The purpose of the CUBS re-write is to replace the current, expensive, 3rd party development platform, Versata by writing a substantially less expensive industry standard .NET application. Annual maintenance charges for Versata were prohibitive. Developing in house will be a far less expensive option."

DWS-CUBS .NET ICON Phase II Batch Billing \$ 219,558

DWS-CUBS .NET Accounting Part 1 \$ 386,537

DWS-CUBS .NET Accounting Part 2 \$ 287,294

DWS-CUBS .NET Adjudication Part 1 \$ 130,000

DWS-CUBS .NET Adjudication Part 2 \$ 450,708

DWS-UI CUBS ICON IBX BATCH \$ 225,492

DWS-UI-FY16-CUBS Maintenance \$ 1,508,413

DWS-CUBS .NET ICON Phase III Batch Federal \$ 148,350

Total - CUBS \$ 3,356,352

Q4) Are we saving money?

A4) This is expected to save money in the long-term.

Q5) Should we be concerned about these costs?

A5) These costs align with our expectations for the modernization project.

Q6) could you please provide us with your summarized “business case” for why you believe the replacement will be “substantially less”?

A6) CUBS was launched in 2006 using a Versata-based platform for the desktop application. At that time, UI was paying \$147,000 in annual maintenance costs. In 2012, Versata informed UI that they were ending support of our current licenses and requiring us to purchase new software at a cost of \$738,000 per year for a minimum of five years - essentially a 502 percent increase in the annual cost. Rather than continuing with Versata, DTS and DWS management completed an analysis and made the decision to re-write the CUBS desktop application into a .NET web-based application. There will be an immediate investment in the conversion process; however, the need for future licensing and maintenance costs is eliminated.

The project is expected to be substantially complete by June 30, 2018. Moving forward, both the user application and our website will both be written in the same language, allowing for a single development team to maintain operations. Also, the build time for new enhancements will be reduced from hours to minutes, effectively eliminating downtime caused if an issue were to require a new build.

Project Name: DWS-ESD-eREP ACA

Description: The Affordable Care Act of 2010 (ACA) expands access to health insurance coverage through improvement to the Medicaid and Children's Health Insurance (CHIP) programs, the establishment Affordable Insurance Exchanges and the assurance of coordination between Medicaid, CHIP and the Exchanges.

The requirements include having a "no wrong door" approach for the citizens of Utah to gain access to information regarding both public and private health care coverage. Utahans must be able to enroll in private or public health plans and transfer between private and public plans seamlessly as per the Center on Medicaid and Medicare Services (CMS).

Other requirements include "real time" determinations of eligibility for health coverage, referring Utahans to the appropriate agency for eligibility for Advanced Premium Tax Credits (APTC) and tracking Utahans when they transfer between public and private coverage.

States are required to use electronic means to verify customer's information by interfacing with a Federal hub which will have eligibility information and accept self-attestation to verify information in many situations.

There will be one single application form used both in electronic and paper form. There will be much coordination among several agencies to support the policies and regulations of the ACA. The Department of Health (DoH), the Department of Workforces Services (DWS) and the Department of Technology Services (DTS) are currently reviewing the federal regulations to interpret their meaning and understand their intent (no easy task).

Estimated Project Costs: \$5,326,226

Q7) What are the State costs for this \$5.3 million?

A7) The above estimated costs for the FFY16 (Oct15 to Sep16) have been approved by CMS at a 90/10 federal match, 10% coming from the state. The 90/10 match rate is available for one-time, new development Medicaid costs approved by CMS. Estimated State Share = \$532,623

Q8) I thought we had made our system changes in prior years, why are we still making major changes?

A8) The ACA had requirements mandating changes to the eligibility rules engine by October 2013, which Utah met. In becoming compliant, eREP modernized and introduced new technology used by the rules engine however we continue to modernize other components of the eREP system (batch processes, notices, screens, etc...) to maintain system continuity.

Project Name: DWS-ESD-eREP Childcare

Description: OCC has taken deliberate steps to gather feedback to support positive change for the child care program on a state wide level. Several workgroups were formed and town hall meetings were facilitated to fully understand the impacts of the current system and potential changes in the future. The Overhaul project has many components, all of which have been assigned into a phase implementation process.

Q9) What are the expected positive outcomes/changes from the overhaul project for the IT system?

A9) The expected positive outcomes include:

- Improved Timeliness (defined as a decision of eligibility being made within 30 days of application)
 - Improved Employment Support (as measured by # of individuals approved for Upfront Child Care and Job Search Child Care)
-

Project Name: DWS-ESD-eREP Policy Changes

Description: Historically, a number of federal, legislative, and discretionary changes have been developed and deployed by the development team (level of effort is 2-weeks or greater by a dedicated team) to support all programs. This project and associated budget is a placeholder for such "unknown" activity.

Estimated Project Costs \$432,018

Q10) how does this compare to actual cost?

A10) The estimated costs are based on actual expenses in historical years. While each year will vary, we believe this method is the best way to project future costs.

Q11) Do you get most of those costs covered with new money (from fed or state)?

A11) If the change is a result of new State legislation, DWS often requests appropriations to meet the state portion. If the change is a result of federal policy changes then the state portion is often met with existing appropriations.

Q12) What is the state cost associated with this component?

A12) The state portion will be determined by the program being changed. If the change is a Food Stamp change the match rate is 50/50 (Federal/State), while a Medicaid maintenance change is 75/25 (Federal/State), and a Medicaid one-time, new development match rate approved by CMS is a 90/10 match rate (Federal/State).

Project Name: DWS-ESD-eREP-FY16-Operational

Description: The State of Utah's eREP system is an enterprise, interagency application providing efficiencies and eliminating redundancies for mission critical programs of the Department of Workforce Services, Department of Health, and the Department of Human Services. These programs include: Temporary Assistance for Needy Families (TANF), Medical, Medicaid, Children's Health Insurance Program (CHIP), Food Stamps, Child Care, General Assistance and Refugee Cash and other state administered federal public assistance programs.

myCase and the new ChildCare Provider Portal, coupled with eREP, allow delivery of online services to customers where they can apply for benefits and take an active role in monitoring and managing their own public assistance cases and childcare providers can monitor and manage their services. These products need to be maintained and modified to meet existing and future business needs.

Estimated Project Costs: \$2,981,829

Legislative Fiscal Analyst Estimate of Total eREP Changes:

DWS-ESD-eREP ACA \$ 5,326,226

DWS-ESD-eREP Achieving a Better Life (SB292) \$ 32,374

DWS-ESD-eREP Childcare \$ 318,886

DWS-ESD-eREP Policy Changes \$ 432,018

DWS-ESD-eREP Replace Current EBT Solution \$ 85,867

DWS-ESD-eREP-FY16-Operational \$ 2,981,829

Total - eREP \$ 9,177,200

Q13) I estimate a total of \$9.2M for all eREP changes. What is the state portion of those expenses?

A13) The state portion will vary year to year as each program has a different federal match. Food Stamps has a 50/50 match rate (Federal/State), Medicaid maintenance has a 75/25 match rate (Federal/State), Medicaid one-time, new development may qualify for a 90/10 match rate (Federal/State), while CHIP has a 80/20 match rate (Federal/State). If a project is cost allocated across all programs (a change that impacts multiple programs) the approximate match rate for FFY15 was 67/33 (Federal/State).

Q14) Could you explain more justification for why that much spending is justified. I believe the basis for eREP was that it would save the State money (please correct me if I'm wrong), how do our annual savings compare to this year's \$9.2M in IT costs?

A14) The basis for eREP was to upgrade our system and retire and replace outdated technology. With the more current technology, we are better able to meet the high demands placed on the programs DWS administers. This benefit was the rationale behind eREP implementation rather than saving State dollars. Several changes have occurred since the change to eREP, both federally (ACA, Child Care Reauthorization, etc...) and by the state (Medically Complex, ABLE, etc...). With continual changes being requested, and the need to remain modern in our technology, we believe the technology costs will continue. However with eREP DWS has, and will continue, to meet these demands in a timely manner with high quality and accuracy rates.

Project Name: DWS-FY16-Administrative Projects Operational

Description: Provide project management and Oracle DBA support for DWS Administration projects/applications.

Estimated Project Costs: \$1,353,900

Q15) Could you explain a little more what we are getting for our \$1.4 million investment for this project please?

A15) Approximately \$1 million are rates charged to DWS for the following eight positions working full-time on the project:

- **Four Data Base Administrators (DBA's)**, 3 Oracle and 1 for DB2. The Oracle DBA's support databases and database development for all of the DWS agency applications except eREP. The DB2 DBA supports eREP.
- **Three** project managers and
- **One** web developer.

The remaining amount is for ongoing Oracle and Career Management System (CMS) software maintenance. The vast majority of DWS applications run on Oracle software.

Project Name: DWS-FY16-Data Warehouse Operational

Description: The Data Warehouse is a repository for most of the data the Department of Workforce Services needs to create Management and Operational Reports. DTS uses an array of processes to capture data. IBM Cognos is the software product currently being used for reporting. This application gives DWS the ability to present reports in a WEB environment.

Q16) Could explain more about this please?

A16) The Data Warehouse is an ongoing enterprise to house old and new data required for reporting and analysis. New data sources and reports are continually added and modified based on changes required by the federal government, the state legislature, business improvement, and other business demands.

Q17) So you're adding something to do more things with data already contained in Data Warehouse?

A17) We are always working to provide better tools for processing and analysis. We would like to add some new functionality in the realm of big data to provide a platform to analyze very large data sets, such as EBT transactions or application logs, but we are not requesting funding for new tools or additional staff over last year, at this time.

Project Name: DWS-Install Oracle XADATA and 12c Software

Description: Install/configure Oracle XADATA appliance in Salt Lake and Richfield data centers. Install/configure Oracle version 12c software on XADATA appliances.

Q18) Could explain a little more about what this means please?

A18) There are two components to this project that we are attempting to accomplish simultaneously. The first is to upgrade to Oracle 12c. This is a normal 6 to 12 month project that is just a required part of staying current with critical software support. The second part, the Exadata appliance, is a replacement of our existing multiple Oracle database servers.

Q19) What functionality/capacity are we getting for the expenditure?

A19) This hardware replacement serves multiple business purposes:

- Brings us into compliance with Oracle licensing. Prior to this, we were insufficiently licensed to operate a disaster recovery site in Richfield.
- Consolidates Oracle licensing by expanding and sharing non-license items such as memory and storage while substantially reducing actual Oracle CPU based enterprise database licenses.
- Provides offsite redundancy/disaster recovery for the entire Oracle-based Production applications for the Department, ensuring high availability for critical Department applications.
- Provides faster throughput using load balancing and intelligent dedicated local storage.