

2014 SUPPLEMENTAL BUDGET

CLIENT RECEIVABLE SYSTEM

Request	FY14	FY15	13-15
FTE	0.6	0.2	0.8
GF-State	\$444,000	\$59,000	\$503,000
Total	\$852,000	\$111,000	\$963,000

DECISION PACKAGE SUMMARY

The Economic Services Administration (ESA) requests \$963,000 Total Funds, (\$503,000 GF-State), for FTE costs, contracts, hardware, and software in order to stabilize the Client Receivable System (CRS). The CRS is the core system for collecting and recording debts owed by clients and the Department of Social and Health Services (DSHS). By funding this request, ESA is expected to: 1) Identify and eliminate external databases and systems used for core CRS business functionality, 2) Keep external systems for business intelligence purposes, and 3) position CRS for future migration from a mainframe solution.

PROBLEM STATEMENT

System failure of the CRS presents a significant risk to ESA and DSHS. The current CRS is undocumented so any substantial failure of the system would take programmer time to determine the problem as well as the solution.

The largest consequence of system failure is related to the Supplemental Nutrition Assistance Program (SNAP). Federal law requires the state to attempt to collect all overpayments and also makes specific requirements such as referral to the Treasury Offset Program (TOP) and grant recoupments that are performed only within CRS. Failure to perform these functions may result in sanction from the Food and Nutrition Services (FNS) and in the worst case, possible decertification of the Washington State food stamp programs.

Loss of functionality or failure of CRS would result in lost cost recoveries to the state in any of the client services programs that CRS supports. These programs include public assistance provided through ESA, Behavioral Health and Service Integration Administration (BHSIA), Aging and Long Term Support Administration (AL TSA), Developmental Disabilities Administration (DDA), Children's Administration, the Health Care Authority (HCA), and the Department of Early Learning (DEL). Currently, total overpayments collected for these programs are approaching \$6.5 million per year.

PROPOSED SOLUTION

CRS is comprised of about 200 Common Business Oriented Language (COBOL) programs running on a Unisys mainframe. The system's architecture is entirely undocumented and is not connected to other DSHS systems. These factors make CRS difficult to support and maintain. ESA requests funding to purchase a supported program running in a server based environment for ease of maintenance.

TOP CRS is a Structure Query Language (SQL) database used to produce a data file for transmission to TOP. The unstable nature of TOP CRS has resulted in incidents requiring manual intervention in CRS

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processing. Management of TOP CRS currently consumes a disproportionate share of support resources, usually involving ad hoc manual processes. The only current alternative to TOP CRS is for staff to review and manually input data from thousands of cases. ESA requests funding to automate the TOP submission process.

Case Management: Case management refers to guiding cases through a procedural workflow mostly for enforcement purposes. CRS does not have a case management component. The result is a system completely lacking in automation, business intelligence, notification or reporting functions for caseworkers. Currently, a supervisor completes case management functions by loading and querying an Access database and sorting the results to make daily/weekly/monthly assignments. ESA requests funding to add case management functionality to CRS.

Reporting Capability: CRS is heavily dependent upon reports and the case management function would be the first necessary step in reducing this dependence. ESA requests funding to increase the accuracy of reporting.

EXPECTED RESULTS

By funding this request, ESA is expected to:

- 1) Identify and eliminate external databases and systems used for core CRS business functionality, including one Microsoft Access database and multiple SQL server databases;
- 2) Keep external systems for reporting or business intelligence purposes;
- 3) Have uninterrupted accounting and collections functionality;
- 4) Increase staff focus and effort on collections and other revenue generating activities due to consolidation, risk reduction, single point of information, and improved data integrity; and
- 5) Position CRS for future migration from a mainframe solution to a technology in line with the agency's long term vision on technology.

This decision package supports the Results Washington goals to:

- Ensure efficiency, performance, and accountability to the public by providing transparency and accountability in state agency operations and:
 - Increase Washington State government's transparency.
 - Increase customer satisfaction.
 - Increase on-time delivery for state services.