

**Child Support Enforcement Case File Imaging Project  
Phase 2**

**FY2005 Request: \$574,000  
Reference No: 37886**

**AP/AL:** Appropriation **Project Type:** Information Systems  
**Category:** Health/Human Services  
**Location:** Statewide **Contact:** Susan Taylor  
**House District:** Statewide (HD 1-40) **Contact Phone:** (907)465-2312  
**Estimated Project Dates:** 07/01/2004 - 06/30/2006

**Brief Summary and Statement of Need:**

This is phase 2 of a project to provide paperless case files to be used for child support cases. All information regarding cases including support orders from the court, correspondence, forms, applications, etc., are currently in over 50,000 paper files. A file center staff of 3 full time employees is devoted to delivering them to caseworkers as requested, retrieving, updating and re-filing. As the number of documents that are handled by CSED grows over the coming years, the ability to create imaged files instead of paper files will greatly increase the efficiency of the caseworkers, accounting and audit staff. It will also allow file center personnel to be reallocated to provide even more client service.

<b>Funding:</b>	<b>FY2005</b>	<b>FY2006</b>	<b>FY2007</b>	<b>FY2008</b>	<b>FY2009</b>	<b>FY2010</b>	<b>Total</b>
Fed Rcpts	\$378,840						\$378,840
Rcpt Svcs	\$195,160						\$195,160
<b>Total:</b>	<b>\$574,000</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$574,000</b>

<input checked="" type="checkbox"/> State Match Required	<input type="checkbox"/> One-Time Project	<input type="checkbox"/> Phased - new	<input checked="" type="checkbox"/> Phased - underway	<input type="checkbox"/> On-Going
34% = Minimum State Match % Required		<input type="checkbox"/> Amendment	<input type="checkbox"/> Mental Health Bill	

**Operating & Maintenance Costs:**

	<u>Amount</u>	<u>Staff</u>
Project Development:	0	0
Ongoing Operating:	30,000	0
One-Time Startup:	0	
<b>Totals:</b>	<b>30,000</b>	<b>0</b>

**Additional Information / Prior Funding History:**

\$170,410 Rec Supt Svcs/\$330,800 Fed Rcpts funded for Phase 1 in FY2004.

**Project Description/Justification:**

**INITIATIVE / PROJECT SUMMARY**

**1.1. Child Support Enforcement Case File IMAGING Project – Phase II**

This is Phase II of a project to provide paperless case files to be used for child support cases. All information regarding cases including support orders from the court, correspondence, forms, applications, etc., are currently in over 50,000 paper files. A file center staff of 3 full time employees is devoted to delivering them to caseworkers as requested, retrieving, updating and re-filing. As the number of documents handled by the Child Support Enforcement Division (CSED) grows over the coming years, the ability to create imaged files instead of paper files will greatly increase the efficiency of the caseworkers, accounting and audit staff. It will also allow file center personnel to be reallocated to provide even more client service.

**2. DESCRIPTION**

**2.1. Key Functionality**

- ? Three FTEs in the file center can be reallocated to provide more client services once documents are imaged and the files are archived

- ? Image an estimated 7.2 million case file documents
- ? Image approximately 400,000 pieces of mail per year
- ? New case court orders should trigger generation of mainframe case setup
- ? Staff to have instant access to all case documents

#### 2.2. Requirements

- ? Documents must be scanned, optical character recognized, indexed and released to storage using Kofax Ascent Capture
- ? Documents must be stored in the Anchorage Enterprise Stellent Content Server with associated meta-data
- ? Documents must be associated with a mainframe CSED system case
- ? Must be able to search, view, check out, print, and add notes to all documents in Stellent
- ? Must be able to upload case related e-mails, MS Word and MS Excel documents to Anchorage Enterprise Stellent Content Server with associated meta-data

#### 2.3. Relationship to Department Service Delivery

- ? Client services will be improved by faster response to questions and requested actions; new cases setup sooner; staff freed up to provide additional client services

#### 2.4. Alternatives considered / process employed to determine this recommendation.

- ? Maintaining existing paper case files. Since the case files grow by approximately 400,000 documents per year, space and staff required to handle these case files would need to increase to provide the current level of service.
- ? Microfilming documents. Cost of microfilming documents would be similar to imaging, but client services and efficiencies would not be improved.

### 3. IMPACT & RESULTS

#### 3.1. On Customer service - service oriented

- ? The primary external customers are children involved in child support cases handled by the division.
- ? The primary internal customers are child support enforcement case workers using the system to perform their duties.

#### 3.2. Operational excellence - Internal efficiency/effectiveness oriented

##### 3.2.1. Positive impact if the project is approved / implemented.

- ? Case workers will have instant access to case file documents
- ? Staff will be freed up to provide additional customer service
- ? New cases will be automatically setup for new court orders
- ? On-site file storage area should decrease in size

##### 3.2.2. Give detailed information about tangible benefits / deliverables of the project which could include things like – reduced cycle time, cost saving, staff time savings, etc.

- ? Reduced cycle time to answer customer queries, for required case worker actions and for new case setup from imaged new court orders
- ? Staff time savings of 3 FTEs who can be reassigned from the file center to provide client services
- ? Future cost savings by eventually not having to increase the file storage area

#### 3.3. Innovation leadership - First to market oriented

Not applicable

3.4. Leveraging Opportunity

- ? Joint Enterprise solution for Stellent Content Management server. Initial participants are CSED, Department of Natural Resources and the Information Technology Group (ITG) as part of Phase II.

3.5 Impact if not implemented

- ? Case files would continue to be handled manually.
- ? Eventually more file center storage space would be required.
- ? Eventually more staff may be needed to handle additional case files.

**4. COST**

4.1. Drivers

- ? 7.2 million documents must be imaged by contract resources
- ? 400,000 documents per year will be imaged by staff
- ? Additional module must be purchased for Stellent to provide document merge capability

4.2. Estimates [Includes: "best estimate" dollars, staff time, consultant dollars, hardware and software (IF part of the system), infrastructure modifications due to new system requirements and projected on-going maintenance/support costs]

- ? Imaging Consultants: \$504,000
- ? On-going daily imaging staff time: 3-4 hours per day
- ? Hardware & Software: \$70,000

4.3. Full Life Cycle Cost Information [One Time Costs, Annual Costs, Staff Costs]

4.3.1. Project Initiation/Planning

- ? Phase I (FY04) - \$8,500

4.3.2. Requirements Definition

- ? Phase 1 – \$20,000

4.3.3. Staff Resources Required

- ? Phase 1 – 1 Analyst Programmer, 4 Users, 2 contractors
- ? Phase 2 (FY05) – 2-4 contractors \$504,000

4.3.4. System Design

- ? Phase 1 - \$33,500

4.3.5. Software Acquisition

- ? Phase 1 - \$155,000
- ? Phase 2 - \$70,000

4.3.6. Software Installation / Programming

- ? Phase 1 - \$100,000

4.3.7. Hardware / Infrastructure Acquisition

- ? Phase 1 – \$150,000

4.3.8. Hardware / Infrastructure Installation

- ? Phase 1 - \$15,000

4.3.9. Hardware / Infrastructure Testing

- ? Phase 1 - \$15,000
- 4.3.10. System Integration and Testing
- ? Phase 1 - \$40,000
- 4.3.11. Installation and Deployment
- ? Phase 1 - \$5,000
- 4.3.12. System Operation and Maintenance
- ? Development server - \$5,000 per year
- 4.3.13. Corrective and Adaptive Maintenance
- ? All phases - \$7,500 per year

**5. FUNDING**

5.1. If funding is required what is the department recommended funding source

? 34% Rcpt Svcs and 66% Fed Receipts

5.2. If this project is already funded, what is the current funding source

? Phase 1 funding was 34% Rcpt Svcs and 66% Fed Receipts

**6. SPEED TO IMPLEMENT**

6.1. Duration of project (in months)

12 months

6.1.1. Contingent on availability of funding

? Yes

6.1.2. Contingent on total resources available to do the work

? Yes

6.1.3. Contingent on approval process

? Yes

**7. TECHNOLOGY RISK ASSOCIATED WITH THE INITIATIVE**

7.1. Ability of the Department or Enterprise to support the project

? Ongoing scanning will be handled by the existing mailroom FTEs

? Ongoing indexing will be handled by the existing Case Maintenance Team

? Ongoing programming enhancements and testing will be handled by the existing programming staff

? Ongoing production Stellent server upgrades and maintenance will be handled by ITG

? Ongoing development Stellent server upgrades and maintenance will be handled by CSED and the Department of Natural Resources.

7.2. Adherence to Enterprise Technology Standards

7.2.1. List all technology being used to implement the solution

? Kofax Ascent Capture (Phase 1 – FY04)

? Stellent Content Server (Phase 1)

? JAVA (Phase 1)

? MS Office (existing)

7.2.2. If not following State standards on project give justification

Not applicable