

**Nebraska Information Technology Commission**

**Project Proposal Form**

**New or Additional State Funding Requests  
for Information Technology Projects**

**FY2005-07 Biennium**

<b>Project Title</b>	<b>CHARTS (Children Have A Right To Support)</b>
<b>Agency/Entity</b>	<b>Nebraska Health and Human Services System Information Systems and Technology</b>

**Project Proposal Form  
FY2005-07 Biennium**

**About this form...**

The Nebraska Information Technology Commission (“NITC”) is required by statute to “make recommendations on technology investments to the Governor and the Legislature, including a prioritized list of projects, reviewed by the technical panel, for which new or additional funding is requested.” In order to perform this review, the NITC and DAS-Budget Division require agencies/entities to complete this form when requesting new or additional funding for technology projects. For more information, see the document entitled “Guidance on Information Technology Related Budget Requests” available at <http://www.nitc.state.ne.us/forms/>.

Electronic versions of this form are available at <http://www.nitc.state.ne.us/forms/>.

For questions or comments about this form, contact the Office of the CIO/NITC at:

Mail: Office of the CIO/NITC  
521 S 14th Street, Suite 301  
Lincoln, NE 68508  
Phone: (402) 471-3560  
Fax: (402) 471-4608  
E-mail: [info@cio.state.ne.us](mailto:info@cio.state.ne.us)

**Submission of Form**

Completed forms must be submitted by the same date biennial budget requests are required to be submitted to the DAS Budget Division. Completed project proposal forms must be submitted via e-mail to [info@cio.state.ne.us](mailto:info@cio.state.ne.us). The project proposal form should be submitted as an attachment in one of these formats: Microsoft Word; WordPerfect; Adobe PDF; or Rich Text Format. Receipt of the form by the Office of the CIO will be confirmed by e-mail. If an agency is unable to submit the application as described, contact the Office of the CIO prior to the deadline, to make other arrangements for submitting a project proposal form.

**Section I: General Information**

Project Title	CHARTS (Children Have A Right To Support)
Agency (or entity)	HHSS

Contact Information for this Project:

Name	Lois Little / Margo Gamet
Address	Health and Human Service System Department of Finance and Support Information Systems and Technology Nebraska State Office Building - 5th floor P.O. Box 95026 301 Centennial Mall South
City, State, Zip	Lincoln, NE 68508
Telephone	471-6755 / 471-9318
E-mail Address	<a href="mailto:Lois.Little@hhss.state.ne.us">Lois.Little@hhss.state.ne.us</a>

**Project Proposal Form  
FY2005-07 Biennium**

**Section II: Executive Summary**

Provide a one or two paragraph summary of the proposed project. This summary will be used in other externally distributed documents and should therefore clearly and succinctly describe the project and the information technology required.

CHARTS (Children Have A Right To Support) is designed to support centralized collection and disbursement of Child Support payments. Previously, child support collection and disbursement is handled by Clerks of the District Court in each county. The Federal government, through the 1996 PRWORA (Welfare Reform) legislation mandates centralization of child support collection/disbursement. Programming of CHARTS was completed in 2001 and implemented in December 2001.

Nebraska was required to implement a statewide application. The effort included coordination and integration of CHARTS, the State Distribution Unit (Treasurer's State Payment Center), JUSTICE (the court information system) and Douglas County. CHARTS is used by the Child Support program to enforce child support orders and collect child support money for children. The state's Child Support collections have increased.

CHARTS Child Support Activities include:

- Location of Absent Parents
- Establishment of Paternity
- Establishment of Orders for Child Support and Medical Support
- Enforcement of Child/Medical Support
- Review and Modification of Court Orders
- Monitor Child Support Orders
- Collection and Distribution of Support Payments
- Interface with NFOCUS
- Interface with other state systems
- Interface with national systems
- Cooperation with Other States

The 2005 CHARTS work plan has been created. The work packages are subject to change if emergency issues arise.

**Section III: Goals, Objectives, and Projected Outcomes (15 Points)**

1. Describe the project, including:
  - Specific goals and objectives;
  - Expected beneficiaries of the project; and
  - Expected outcomes.

**Note: Please see the Quarterly NITC Reports for full information on the planned release schedule and priorities established for the CHARTS system. This report is an attempt to highlight some significant change requests.**

Field Operations & Attorney Offices

The work packages with potential impact to local operations include:

- ◆ **Interstate Business actions linked to CSENet transactions.** This will be a user guide to the daily system activities that trigger CSENet transactions and those CSENet transactions that trigger alerts or updates to CHARTS data.

**Project Proposal Form  
FY2005-07 Biennium**

- ◆ **Document updates & rewrites.** These changes are the result of LB1207 and the Legal Forms group input. The changes center around improved standardization for legal documents and increased flexibility in the Court Caption functions.
- ◆ **Ticklers.** This is a continuation of the work activity that has been underway for the past 6-12 months. The emphasis for 2005 will be the merger of interstate alerts/reports and the evaluation of incoming updates for ARP records (from the various interfaces). If time permits, additional work relating to enforcement ticklers will be incorporated.
- ◆ **Detail reports for each office/worker** as it relates to the incentive and performance indicators.
- ◆ **Establish a 'reporting' county** for each CSE case.
- ◆ **Case Summary screen.** This will be a comprehensive summary of case activity, critical events and status.
- ◆ **Paternity Online.** The paternity data, including indication that acknowledgements, court decisions and status will be reviewed and re-packaged for ease of use.

External System Upgrades/Changes

There are several external systems that reported system updates or modification to the methods utilized in data exchange. Resources are committed to these work efforts to assure uninterrupted exchange of data that is critical to daily CSE operations.

- ◆ **Vital Statistics.** Vital Statistics has contracted & purchased a new automated system. A work group has been established to coordinate the capture of critical data elements and assure the exchange of this data. Target date is January 1, 2005.
- ◆ **DOL.** The data exchange between Dept of Labor and HHSS has historically involved a significant amount of paper exchange. Labor has asked for automated exchange of notices and data.
- ◆ **Medical Support.** The exchange of data with the Medicaid system must be improved to support increased mandates for HIPAA and MMIS requirements. Data will be exchanged with PCG as a first step.

CSE Financial

There are two areas where funding for CSE program must be upgraded. These include:

- ◆ **Tracking of recovery moneys** and associated operational funds.
- ◆ **Abandoned property.** CSE regulations mandate the tracking of undistributed money and a transfer to CSE program operations. Nebraska law identifies that 'unclaimed money' is transferred as "Unclaimed Property" at the end of 3 years. In order to avoid conflict with IVD regulations, the system must support a transfer of funds to the CS funds by the end of 2004.

CSE Operations

- ◆ *Assignment and URA. Relational data edits are being added. Includes fixes for links between online and batch updates.*
- ◆ **IRS Re-write.** We are re-writing this process to support the ongoing submittal of appropriate case participants to the IRS.
- ◆ **Recovery.** Functionality will be expanded for the evaluation of potential / existing recoveries.
- ◆ **Review and Modification.** We are adding automated functionality to support Review and Modification requests (Phase 2 of our Review and Modification process).
- ◆ **Reconstruct / Re-write.** This process will be completely re-written to improve efficiency. It's currently a very complicated and expensive process.

**Project Proposal Form  
FY2005-07 Biennium**

## Technical

Several functions in CHARTS have undesired performance statistics. The team is constantly evaluating job performance and functionality to assure the most efficient and cost saving methods available. Four areas have been targeted for upgrade in the next year:

- ◆ **Reconstruction.** The reconstruct process is difficult to follow (reading system transactions and rows) as well as very expensive. It has been tied to the delayed start of the online system near the begin/end of the months. A complete rewrite is needed to maximize efficiency and reduce the expense related to data storage and processing time.
- ◆ **Income withholding.** Income withholding involves a large number of records and CSE cases. It is important that these processes run very efficiency to assure completion of the nightly bath as well as reduction in processing costs. The evaluation of the current income-withholding program has identified several areas where efficiency can be improved. The first phase was incorporated into the out-of-state DOL and IW for SSA functionality. The second phase will be to upgrade the regular IW processes.
- ◆ **Performance & response.** A team is constantly evaluating reports of poor response time and the system activity occurring in conjunction with such reports.
- ◆ **PowerBuilder 9.0.** The vendor no longer supports the current version of PowerBuilder. The upgrade will allow for system support and improved functionality.
- ◆ **Payout Rewrite.** Rewrite the payout & update the status for warrant/payout. There have been several system issues between SDU and CHARTS data exchange that must be reconciled to provide accurate reporting and tracking of disbursements.
- ◆ **Archiving.** We continue to archive appropriate records.

## Work Activity

The items noted for 'work activity' require significant time/energy by the system team. They are not actual changes in the system functions. These include:

- ◆ **SDU modification.** This is an ongoing work effort in conjunction with the Child Support Payment Center. The two groups are working closely to improve exchange of data and timely handling of receipts & disbursements. Areas that are under review include the exchange of ARP data, incorporation of employer information on receipts, update of payout status, increased functionality for handling returned money.
- ◆ **EFT.** Many states have requested full exchange of money using the EFT process. Nebraska has a very sophisticated system and has been working closely with states and the federal gov't to complete a data reconciliation prior to the implementation of large-scale EFT operations. With the completion of the ICR project and a change in the system retrieval of case number for the other state, we are ready to begin automation for many of the states. There are several steps involved, requiring some support by system team members.
- ◆ **Interstate.** As the ICR project and NE/IA project continues some support is needed by the system team. This will include reports, evaluation of the specific case problems and the education of the system functionality.
- ◆ **Legal Forms Group.** Two of the system staff are assigned to work with the Legal Forms Group, assuring that the changes are understood and appropriately documented. The charter for this group will be extended to the end of 2004 and it is expected that work resulting from the group will continue through 2005.
- ◆ **JUSTICE Work Group.** One member of the system team is assigned to work directly with the JUSTICE business/technical analysts. This work group meets biweekly to discuss issues with the data exchange between the systems, evaluate impact of system changes in either JUSTICE or

**Project Proposal Form  
FY2005-07 Biennium**

CHARTS. The CHARTS representatives also work with the Douglas County District Court to incorporate changes in sync with the JUSTICE updates.

- ◆ **Reports.** Reports and queries require ongoing support by the system team. Reports include federal and state mandates, such as the OCSE157, OCSE34A, and Two-Day Compliance report. Many ad hoc queries are created on a monthly basis, to assist in evaluation by supervisors, CSE management and CHARTS.
- ◆ **UDC Work Group.** The emphasis on undisdistributed collections by the federal government increased the time/energy applied to the identification and tracking of UDC money. Although this work effort has been underway since the implementation of CHARTS in 2001, the mandate to create a special reporting category has modified the approach and level of effort. Resources will continue to commit time to track, identify causes and potential solutions.
- ◆ **Case Specifics.** As issues and problems are reported by Production Support and CSE finance a core group of staff investigate and provide support to assure daily work continues.
- ◆ **CHARTS User Group.** Two system staff participate in user group discussions and presenting the system issues with the user community.
- ◆ **Audits and Self-Assessment.** Two system staff are assigned to support audit requests and validation.

2. Describe the measurement and assessment methods that will verify that the project outcomes have been achieved.

Increased Child Support Collections/Disbursements

3. Describe the project's relationship to your agency comprehensive information technology plan.

See above. Included in the agency comprehensive IT Plan.

**Section IV: Project Justification / Business Case (25 Points)**

4. Provide the project justification in terms of tangible benefits (i.e. economic return on investment) and/or intangible benefits (e.g. additional services for customers).

- Consistent application of policy
- Improve productivity and worker satisfaction
- Single Point of Contact for Clients
- Improve management impact analysis & reporting
- Expedites caseload coverage and communication
- Eliminates redundant & manual data entry, storage & retrieval

5. Describe other solutions that were evaluated, including their strengths and weaknesses, and why they were rejected. Explain the implications of doing nothing and why this option is not acceptable.

N/A

6. If the project is the result of a state or federal mandate, please specify the mandate being addressed.

Family Support Act 1988

Personal Responsibility Work Opportunities Reconciliation Act 1996

**Project Proposal Form  
FY2005-07 Biennium**

**Section V: Technical Impact (20 Points)**

7. Describe how the project enhances, changes or replaces present technology systems, or implements a new technology system. Describe the technical elements of the project, including hardware, software, and communications requirements. Describe the strengths and weaknesses of the proposed solution.
8. Address the following issues with respect to the proposed technology:
  - Describe the reliability, security and scalability (future needs for growth or adaptation) of the technology.
  - Address conformity with applicable NITC technical standards and guidelines (available at <http://www.nitc.state.ne.us/standards/>) and generally accepted industry standards.
  - Address the compatibility with existing institutional and/or statewide infrastructure.

**Section VI: Preliminary Plan for Implementation (10 Points)**

9. Describe the preliminary plans for implementing the project. Identify project sponsor(s) and examine stakeholder acceptance. Describe the project team, including their roles, responsibilities, and experience.
10. List the major milestones and/or deliverables and provide a timeline for completing each.



"CHARTS Work Plan  
2005-2006.xls"

**Work plan appears at the end of the document.**

11. Describe the training and staff development requirements.
12. Describe the ongoing support requirements.

**Section VII: Risk Assessment (10 Points)**

13. Describe possible barriers and risks related to the project and the relative importance of each.
14. Identify strategies which have been developed to minimize risks.

**Project Proposal Form  
FY2005-07 Biennium**

**Section VIII: Financial Analysis and Budget (20 Points)**

15. Financial Information

Financial and budget information can be provided in either of the following ways:

- (1) If the information is available in some other format, either cut and paste the information into this document or transmit the information with this form; or
- (2) Provide the information by completing the spreadsheet provided below.

**Instructions:** Double click on the Microsoft Excel icon below. An imbedded Excel spreadsheet will be launched. Input the appropriate financial information. Close the spreadsheet. The information you entered will automatically be saved with this document. If you want to review or revise the financial information, repeat the process just described.



Excel Spreadsheet  
(Double-click)

**Financial information appears at the end of the document.**

16. Provide a detailed description of the budget items listed above. Include:

- An itemized list of hardware and software.
- If new FTE positions are included in the request, please provide a breakdown by position, including separate totals for salary and fringe benefits.
- Provide any on-going operation and replacement costs not included above, including funding source if known.
- Provide a breakdown of all non-state funding sources and funds provided per source.

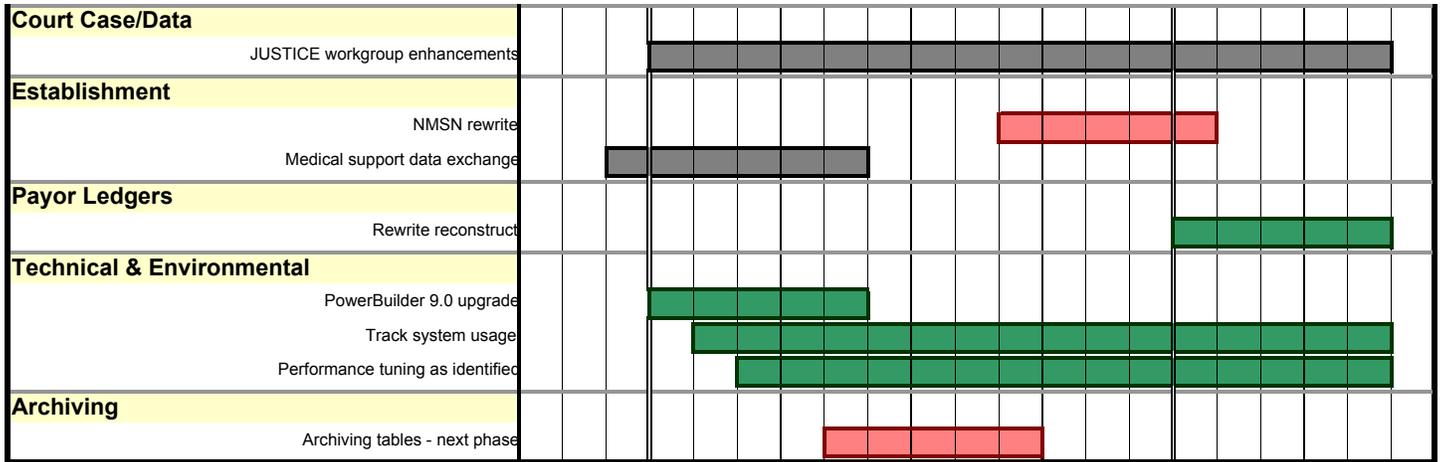
17. Please indicate where the funding requested for this project can be found in the agency budget request, including program numbers.

The funding for this project is under 26-66-xx where xx is a number of subprograms. Most of the support is based on a 66/34 split of general and federal funding.

CHARTS 2005 Work Plan  
By Business Area

	SFY 04	State Fiscal Year 2005				SFY 2006	
	Apr-Jun 04	Jul-Sep 04	Oct-Dec 04	Jan-Mar 05	Apr-Jun 05	Jul-Sep 05	Oct-Dec 05
<b>Interstate &amp; CSENet</b>							
CSENet collection function							
Enhance/upgrade to CSENet functions							
Update online interstate functionality							
*Support EFT to other states							
Update CSENet transactions to interstate business actions							
<b>Audits &amp; Self Assessment</b>							
Audit & support to Federal audits							
Audit & support to State audits							
<b>Paternity:</b>							
Rewrite Vital Stat's interface							
Paternity Online Rewrite							
<b>Federal Reporting</b>							
Online worklist - 157 details							
OCSE 157 rewrite for contract areas							
OCSE 157 rewrite by worker/office							
<b>State/Mgmt Reporting</b>							
Mgmt/State reports							
Annual Statistical reports							
Ad hoc & special query requests							
Monthly UDC package							
<b>Receipting &amp; SDU</b>							
SDU modifications							
OPR correction (PCR 2508)							
<b>Disbursement:</b>							
Abandoned property							
Payout/Warrant Status update							
<b>Distribution:</b>							
Financial processing - misc fixes							
<b>Enforcement:</b>							
IW rewrite for efficiency							
IRS rewrite - followup to Aug 2004 release							
Rewrite DOL/UIB interface							
<b>Recovery</b>							
Rewrite case identification process							
<b>Review &amp; Modification</b>							
Update R/M case processing							
<b>Documents Upgrades and Rewrites</b>							
Legal Forms group changes							
Caption changes							
Cleanup & fixes							
<b>Assignment &amp; URA</b>							
Followup to Aug 2004 release							
<b>CAT Testing</b>							
CAT Testing							
<b>Case Specific Investigation</b>							
Case Specific Investigation							
<b>Case Mgmt</b>							
Ticklers - next phase							

CHARTS 2005 Work Plan  
By Business Area



CHARTS	Charts Budget	Charts Budget	Charts Budget	
	FY'04	FY '05	FY '06	FY '07
	Actual	Budget	Budget	Budget
Processor	2,135,880	\$ 2,159,325	\$ 2,159,325	\$ 2,159,325
DB2	1,594,969	1,769,048	1,945,952	2,140,547
<b>Printing 1 part</b>	196			
Tape Mounts	58,396	59,611	61,102	62,629
Job Setup	268,114	268,114	268,114	268,114
Disk Storage	709,244	762,438	819,620	881,092
Job Output	12,949	12,949	12,949	12,949
<b>LAN/Device Fee</b>	-			
<b>Fixed Function Term Conn.</b>	420	576	-	-
Direct SNA Comp. Conn.	-	-	-	-
<b>Direct Access</b>	-			
Online Viewing	1,704	1,704	1,704	1,704
CICS	46,880	33,932	35,289	36,701
CICS Test	262	188	196	196
<b>Printing 2 part</b>	-			
<b>Overlays/Page Print</b>	27,057			
CMS-R22 Processor Prime	-	-	-	-
CMS-R22 Proc. Non-Prime	-	-	-	-
<b>CMS-Local Printing 1part</b>	-			
CMS-Tape Mounts	-	-	-	-
CMS-File Recovery	-	-	-	-
CMS-Disk Storage	26	26	26	26
<b>CMS-Job Print</b>	-			
Outbound E-Fax	-	-	-	-
Outbond Long Distance E-Fax	-	-	-	-
NT Application 2	-	-	-	-
Lotus Notes Apps Trans	18	44	44	44
Lotus Notes Storage	0	29	29	29
Accounting/Admin Support	9,600	12	12	12
Job Scheduler	210	210	210	210
Monthly Server Support	30,720	30,720	30,720	30,720
IT Support	-	-	-	-
Systems Prog/Senior	-	-	-	-
SWI Maintenance	-	-	-	-
AMC-Print Lines	-	-	-	-
IMS Training-Classes	-	-	-	-
IMS Training-Room Rental	-	-	-	-
Computer Paper/Ribbons/Misc	-	-	-	-
Software License (SAS)	-	-	-	-
Tape Cartridge	5	1	1	1
Vendor Software	-	-	-	-
Secure ID Card	65	1	1	1
Contract/Programmer/PCLan	-	-	-	-
Westlaw Mo. Software	-	-	-	-
Direct Software Cost	23,050	-	-	-
Misc.	8,993	8,993	8,993	8,993
<b>Total</b>	<b>\$ 4,928,759</b>	<b>\$ 5,107,920</b>	<b>\$ 5,344,287</b>	<b>\$ 5,603,293</b>

<b>Staff Cost</b>					
Contractors	\$	4,535,994	\$	4,947,452	\$ 4,969,018 \$ 4,969,018
FTE	\$	1,452,085	\$	2,774,983	\$ 2,785,575 \$ 2,785,575
<b>Total Staff Cost</b>	\$	<b>5,988,079</b>	\$	<b>7,722,436</b>	\$ 7,754,593 \$ 7,754,593
<b>DCS</b>	\$	<b>210,684</b>	\$	<b>210,684</b>	\$ 210,684 \$ 210,684
<b>Sub Total</b>	\$	<b>11,127,521</b>	\$	<b>13,041,040</b>	\$ 13,309,564 \$ 13,568,570
<b>HHS Budget Cost (only)</b>	\$	<b>1,639,679</b>	\$	<b>2,693,373</b>	\$ 2,693,373 \$ 2,693,373
<b>IMService - IS &amp; T Grand Total</b>	\$	<b>16,025,827</b>	\$	<b>15,734,413</b>	\$ 16,002,937 \$ 16,261,943