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STATE OF CALIFORNIA

Biennial Report 2012

2012 - BIENNIAL REPORT TO THE LEGISLATURE

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This Biennial Report mandated by the California Unemployment Insurance Code Section 4901, highlights the efforts of the Employment Development Department (EDD) to create an Information Technology (IT) environment that facilitates EDD's efforts to achieve its vision, mission and organizational business goals.

EDD VISION

The EDD will be universally recognized for its outstanding customer service and will be considered a model for public agency quality and fairness.

EDD MISSION

The EDD promotes California's economic growth by providing services to keep employers, employees, and job seekers competitive. Following federal and state laws with fairness and equity, and ensuring fiscal integrity, we:

- Operate the State's employment service – connecting employers with job seekers;
- Act as an economic stabilizer through the administration of the Unemployment Insurance (UI) program;
- Provide prompt and accurate services that enable taxpayers to easily report data and meet their tax responsibilities;
- Minimize the financial impact of non-occupational disabilities through the administration of the Disability Insurance (DI) program;
- Provide partial wage replacement when workers must care for a seriously ill family member or bond with a new minor child;
- Encourage self-sufficiency in the current and future workforce;
- Serve as the central source for information on California's labor market; and
- Plan, deploy, and manage technology to improve our business processes and access to our services.

EDD GOALS

The following section contains EDD's five Strategic Goals. See the section titled STRATEGIC & TACTICAL PROJECT DETAILS for a description of the projects that support our short-term and long-term strategies.

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GOAL I:

Improve access to services and information through the use of Information Technology and partnerships.

Given the projected increase in California's overall population and EDD's client base as well as the competing demands on existing federal and state funding streams supporting EDD's programs and services, we must find ways to optimize the efficient delivery of services.

GOAL II:

Develop an integrated approach across EDD to improve customer satisfaction with EDD services.

With an increasingly diverse customer population we must reach out to our customers and stake holders to assess their level of satisfaction with our current services. We must use this information to identify the need for alternative service options and incorporate customer feedback into our processes for making business decisions.

GOAL III:

Improve business processes to enhance results and reduce costs.

Competing priorities for funding at the state and federal levels as well as increasing overhead costs for staff demand that we identify ways to reduce our operating costs, allowing us to support and expand the delivery of needed services. We must find ways to enhance partnerships across programs to maximize the returns on our investments for the organization and increase our efficiency through process improvement.

GOAL IV:

Build human resource capacity so that staff has the skills necessary to meet the challenges of the changing environment.

Our organization is not immune to the impending departure from the workforce of the "Baby Boomer" generation. As the most knowledgeable of our staff transition to well-earned retirement, we must invest in the recruitment of a new generation of employees as well as provide opportunities and training for existing staff in order to ensure stability in our business processes and maintain critical institutional knowledge.

GOAL V:

Ensure the integrity of EDD's programs, services and information assets.

An environment in which an increasing demand for services coincides with increasing competition for the funds that support the services cannot be allowed to erode program integrity. We must continue to improve and implement processes that enforce the equitable and accurate collection of taxes, the accurate payment of benefits and the collection of reliable information to ensure payment accuracy. Additionally, our customers must be able to rely on our pledge that the personal information we require them to submit as a condition of doing business with us, will remain protected and confidential.

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ITB VISION & MISSION

ITB VISION

The Information Technology Branch (ITB) will:

- Increase information access to enhance service delivery and decision support;
- Protect EDD's IT information assets from loss and unauthorized access, use; modification, destruction, or disclosure;
- Strengthen internal and external partnerships for IT services;
- Develop and maintain a governance and technology framework for EDD's IT environment; and
- Improve recruitment and retention of qualified staff.

ITB MISSION

The ITB enables the EDD's business through the successful planning, deployment, and management of technology.

ITB MANAGEMENT PRINCIPLES

In implementing the initiatives to meet our Strategic Planning goals, we will be guided by the following principles that are based on our organization's values:

- We are open and honest in communication with our customers and ourselves.
- We are customer focused, seeking input from our customers and being responsive to their needs.
- We are collaborative and believe in partnerships, both internally and externally, to maximize resources and the delivery of services to our customers.
- We treat everyone with respect, dignity and equity.
- We are stewards of the public trust and administer the programs entrusted to us in an equitable, impartial and conscientious manner.
- We are fiscally responsible and accountable for the decisions and expenditures we make.
- We value our staff and invest in their growth and development.

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ITB GOALS AND STRATEGIES

The ITB supports EDD's strategic goals that ensure that IT resources are refined to support improved operations. To prepare for the major automation efforts that will redefine EDD services within the next five years, ITB is focused on the following major goals and strategies:

- Standardize the infrastructure supporting EDD programs resulting in common infrastructure (Personal Computers and servers) that support both field and central office operations;
- Leverage statewide infrastructure initiatives and services to minimize the total cost and time required for project implementations;
- Ensure major new IT requirements are reflected in department and statewide initiatives for call center platform migration and its requisite infrastructure (Voice over Internet Protocol—VoIP) to support EDD across UI, DI and Tax Branch program initiatives;
- Develop and implement a comprehensive information architecture managing data collection, reporting and analytics supporting the major automation projects, fraud detection and program analysis (e.g. impact of legislation, tax collection efforts, fraud detection, etc.);
- Establish the business and technology justifications and implementation plans for significant automation enhancements (i.e. identity management, data and telephony convergence, security, and call center management);
- Refine current governance processes for supporting the definition and subsequent development of business services for reuse within the department beyond a single program (ultimately developing reusable IT components with a Service Oriented Architecture for the most critical and redundant EDD processes); and
- Focus on workforce and succession planning to provide the internal IT resources required for these significant automation efforts. While the above efforts are underway, they represent significant changes to our current business practices. We will focus on: defining reusable services between programs; evaluate the impact based on the pervasiveness of these services within the department; and then assess the impact on the five major automation projects planned for implementation over the next several years. Once the initial assessment is complete, processes, technology and implementations will be leveraged across programs to provide common interfaces to customers (i.e. claim filing and employer registration).

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STRATEGIC & TACTICAL PROJECT DETAILS

EDD PROJECT SUMMARY

The following charts are a summary of approved and delegated IT projects, approved UI Stimulus projects and proposed IT projects.

APPROVED AND DELEGATED IT PROJECTS

This chart describes projects approved by California Technology Agency or delegated to the department.

Approved and Delegated IT Projects	Priority Ranking ¹	Strategic Plan Connection ²	Project SFY Length	Approved Project Cost
Single Client Database (SCDB) Modernization	Emergency	1,2,3,4,5	08/09 – 11/12	\$ 60,023,951
Alternative Base Period (ABP)	Emergency	2,3	08/09 – 11/12	\$ 19,425,732
Unemployment Insurance Modernization (UIMOD)	Approved	1,2,4,5	03/04 – 12/13	\$ 158,626,923
Accounting & Compliance Enhancement System (ACES) ⁴	Approved	1	06/07 – 12/13	\$ 93,186,600
Disability Insurance Automation (DIA)	Approved	1,2,5	06/07 – 12/13	\$ 157,861,331
California Workforce Services Network ³	Approved	1,2,5	08/09 – 10/11	\$ 13,153,064
California Unemployment Insurance Appeals Board (CUIAB) – Hearing Reminder Auto Dialer	Delegated	1	11/12 – 12/13	\$ 55,000
California Unemployment Insurance Appeals Board (CUIAB) – Web Site Improvements	Delegated	1	11/12 – 11/12	\$ 100,000
Continued Claims Certification Web (CCCW) ⁴	Approved	1,2,3&5	11/12	\$ 3,769,182
Electronic Benefit Payment (EBP) ⁴	Approved	1,3&4	11/12	\$ 4,622,461

¹Capital Plan Approved and Delegated projects

²Current Strategic Plan connection

³Special Project Report in progress to extend project length and cost

⁴Project implemented, PIER to be completed

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STRATEGIC & TACTICAL PROJECT DETAILS

PROPOSED IT PROJECTS

This chart describes the proposed projects documented in the 2011-12 Capital Plan.

Proposed IT Projects	*Priority Ranking	Strategic Plan Connection	Project SFY Length	Estimated Project Cost
Tax Application Platform Upgrade	2	1,3,4,5	12/13 – 13/14	\$ 6,500,000
Tax Branch CalNET II Implementation	3	1,3,4,5	13/14 – 15/16	\$ 8,100,000
Disability Insurance CalNET II Implementation	5	1,3,4	13/14 – 14/15	\$ 1,500,000
Document Management System (DMS) Expansion	6	1,5	12/13 – 12/13	\$ 1,304,146
Workers Compensation Data Transfer Project (WCDT)	7	1,5	13/14 – 15/16	\$ 185,000
Electronic Requester Information Abstract Services	8	1,2,3,4,5	13/14 – 14/15	\$ 750,000
California Unemployment Insurance Appeals Board (CUIAB) – Document Management System	9	1	12/13 – 13/14	\$1,500,000
Paid Family Leave System integrated into DIA	10	1,2,5	13/14 – 15/16	\$15,002,000

*Agency Ranking

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<p>Approved Project Name <i>Single Client Database (SCDB) Modernization</i></p> <p>Project Type Automation Infrastructure</p>	<p>Project Start & Finish SFY 08/09 – SFY 11/12</p> <p>Duration 3 years</p> <p>Project Priority Emergency</p>	<p>Estimated Cost \$60,023,951</p> <p>Related Projects UIMOD, DIA, ABP</p>
<p align="center">Strategic Plan Connection</p> <p>GOAL I: Improve access to services and information through the use of IT and partnerships. GOAL II: Develop an integrated approach across EDD to improve customer satisfaction with EDD services. GOAL III: Improve business processes to enhance results and reduce costs. GOAL IV: Build human resource capacity so that staff has the skills necessary to meet the challenges of the changing environment. GOAL V: Ensure the integrity of EDD’s programs, services and information assets.</p>		
<p align="center">Project Description and Scope</p> <p>The SCDB Modernization project converts the hierarchical Integrated Data Management System (IDMS) database platform to a DB2 Relational Database Management System (RDBMS). The conversion provides a foundation for future UI/DI platform enhancements and related business processes that will improve Program Service Delivery results. The converted platform allows the UI and DI programs to further modernize their service delivery applications towards multi-channel, virtual e-Government systems. The organizational capability necessary to meet the challenges of the EDD changing environment is simplified as the number of database types that EDD supports is reduced. The project also includes retraining for EDD staff with institutional knowledge on the newer technologies, which increases the number of staff able to support existing RDBMS platforms and maximize staff productivity and efficiency. The converted platform also ensures the integrity of EDD programs, services and information assets. Successful project completion offers EDD system standardization on a relational database platform, maintenance simplification, shorter change cycle, timely responses to legislative mandates, and performance optimization to meet the service needs of the business.</p>		
<p align="center">Estimated Benefits and Services Improvements</p> <ul style="list-style-type: none"> • Conversion will enable ITB to meet new business requirements in the SCDB. • The implementation of DB2 database modifications will be less labor intensive, less costly and significantly less complex. • New business processes, such as new data fields, services and user interfaces will be simplified and less costly. • Reduction in support costs of the SCDB. • ITB organizational capability required to support the number of diverse technologies will be reduced. • Increase in the pool of talent available to recruit and train; i.e.: programmers and database administrators. • Simplification of interfaces to current satellite systems and future major projects. 		

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- Reduction in risks associated with enhancements to IDMS applications and databases by converting legacy Common Business Oriented Language (COBOL)/IDMS applications to COBOL/DB2.
- Implementation of new business processes, such as new data fields, services and user interfaces will be simplified and less costly.
- Existing non-standard interfaces; i.e.: screen-scraping, can be simplified to directly connect with DB2.

Automation Projects only:

PY/Cost Savings Utilization	PY Reductions	OE&E Reductions
None	None	None

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<p>Approved Project Name <i>Alternative Base Period (ABP)</i></p> <p>Project Type Automation</p>	<p>Project Start & Finish SFY 08/09 – SFY 11/12</p> <p>Duration 3 years</p> <p>Project Priority Emergency</p>	<p>Approved Est Cost \$19,425,732</p> <p>Related Projects SCDB</p>
<p>Strategic Plan Connection</p> <p>GOAL II: Develop an integrated approach across EDD to improve customer satisfaction with EDD services.</p> <p>GOAL III: Improve business processes to enhance results and reduce costs.</p>		
<p>Project Description and Scope</p> <p>The EDD will modify its current UI claim filing programs to allow for an alternate claim filing period, modify the wage display screens to reflect the alternate claim period, redesign claim recomputation applications, replace the existing workload tracking system, and rewrite five logical record facilities. Claimants who do not qualify for UI benefits under the standard base period will have the opportunity to qualify for UI benefits using an ABP once the solution is implemented.</p>		
<p>Estimated Benefits and Services Improvements</p> <ul style="list-style-type: none"> • Modifies and adjusts wages used to fund ABP claims in accordance with the time frames specified in Assembly Bill 119 (Chapter 31, Statutes of 2011). • Allows the UI Branch to better manage and track all recomputation related workloads. • Allows the UI program to reduce fraudulent UI overpayments and improve the timeliness of benefit payments to meet federal performance standards. • Avoids an estimated \$2 million in annual UI staff cost increases (due to additional staffing resources and additional office space to accommodate the added workload and staff for running an obsolete system). 		
<p>Automation Projects only:</p>		
<p>PY/Cost Savings Utilization</p> <p>None</p>	<p>PY Reductions</p> <p>None</p>	<p>OE&E Reductions</p> <p>None</p>

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<p>Project Name <i>Unemployment Insurance Modernization (UIMOD)</i></p> <p>Project Type Automation Infrastructure</p>	<p>Project Start & Finish SFY 03/04 – SFY 12/13</p> <p>Duration 10 years</p> <p>Project Priority Approved</p>	<p>Estimated Cost \$158,626,923</p> <p>Related Projects DIA, SCDB</p>
<p>Strategic Plan Connection</p> <p>GOAL I: Improve access to services and information through the use of IT and partnerships. GOAL II: Develop an integrated approach across EDD to improve customer satisfaction with EDD services. GOAL IV: Build human resource capacity so that staff has the skills necessary to meet the challenges of the changing environment. GOAL V: Ensure the integrity of EDD’s programs, services and information assets.</p>		
<p>Project Description and Scope</p> <p>This project implements Voice over Internet Protocol (VoIP) and Service Oriented Architecture (SOA) which allows customers to have greater and faster access to EDD services and information. The UIMOD project replaces the existing telephonic platform allowing for new automation for claimants requesting information about their claims and allows more efficient routing of calls. This project also allows for claimant electronic certification that will greatly reduce the manual processing and inefficiencies associated with paper continued claims.</p>		
<p>Estimated Benefits and Services Improvements</p> <ul style="list-style-type: none"> • Provides improved technology to increase efficiency and accommodate increasing business volume with limited staff resources. • Improves the quality and efficiency of UI processes by replacing the underlying infrastructure and deploying secure self-service capabilities. • Improves the quality of fraud detection and fraud prevention efforts by providing better reporting and improved system capabilities to detect and prevent fraud. • Improves performance and provide customer service at a desired level for EDD to meet California standards for response to customers. 		
<p>Automation Projects only:</p>		
<p>PY/Cost Savings Utilization</p> <p>Redirection to mission critical program areas</p>	<p>PY Reductions</p> <p>165.3</p>	<p>OE&E Reductions</p> <p>None</p>

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<p>Project Name <i>Accounting & Compliance Enhancement System (ACES)</i></p> <p>Project Type Automation</p>	<p>Project Start & Finish SFY 06/07 – SFY 12/13</p> <p>Duration 7 years</p> <p>Project Priority Approved</p>	<p>Estimated Cost \$93,186,600</p> <p>Related Projects None</p>
Strategic Plan Connection		
<p>GOAL I: Improve access to services and information through the use of IT and partnerships.</p>		
Project Description and Scope		
<p>The original scope of the ACES project was to automate existing manual and ad hoc process that hamper the collection of EDD's accounts receivable while providing tools that allow for account modeling and valuing and optimal receivables management. Through ACES, Collection Division (CD) staff planned to see the most current employer account status, contact information, and accounting transactions. In addition ACES was to provide employers with additional payment options and internet access to services and account history. The outcome of the ACES project procurement resulted in a change in recommended solution. The winning proposal submitted includes an aggressive implementation schedule based on the use of a fully integrated, commercial-off-the-shelf (COTS) system named GenTax (Generic Tax). This solution will fully meet the business objectives originally stated in the FSR. As part of the integrated COTS solution, the vendor will provide an integrated tax accounting system and sophisticated audit selection and case management functionality that will increase the effectiveness of the audit program. The ACES solution also features an Internet customer access point through which Tax Branch customers will access information of their accounts and pay billed liabilities, including partial payments through additional payment channels such as credit and debit cards and the Automated Clearing House (ACH) debits.</p>		
Estimated Benefits and Services Improvements		
<ul style="list-style-type: none"> • Provides increased value to the state by providing more functionality for the same cost; • Provides the benefit of eliminating the cost to replace the legacy Tax Accounting System (TAS). This cost was estimated to be \$158.8 million in the EDD IT Capital Plan of June 2008; • Migrates the risks and operational costs associated with reliance on a nearly-unsupportable legacy system TAS; • Incorporates the best practices from numerous other state tax agencies. Adoption of these practices will substantially improve the Tax Branch's business processes; • The configurable nature of a COTS solution means that ongoing changes in policy and business rules will be more readily accommodated and at a lower expense; • The solution has been successfully implemented and used by other agencies (including the IRS) and has been demonstrated to substantially increase the collections rate; • Eliminates the need for the challenging task of integrating a client/server collection system with TAS; • The full integration of tax accounting and collections functions within a COTS provides EDD with the greatest opportunity to increase collection revenue; 		

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- The replacement of TAS with current client/server technology brings the EDD into alignment with statewide Enterprise Architecture Standards;
- The vendor proposes to provide as part of an integrated COTS solution an audit selection tool that utilizes sophisticated scoring algorithms to maximize revenue;
- Will also provide case management capabilities and workflow utilization functionality to make the most efficient use of audit resources;
- Offers all the benefits associated with integrated functionality and data. This will eliminate redundant data entry, increase data accuracy, and the data will be retrieved more rapidly. Ad hoc and standard reporting capabilities will be greatly enhanced;
- The proposed system has passed numerous fiscal and operational audits conducted by auditors from other states and the IRS, and;
- ACES will greatly increase the effectiveness of EDD's collection program as evidenced by the significant increase in revenue projected by the selected vendor—estimated at more than \$900 million over five years.
- The In-Home Supportive Services (IHSS) project has been incorporated as part of the ACES project.

Automation Projects only:

PY/Cost Savings Utilization	PY Reductions	OE&E Reductions
No savings but project will generate new revenue	None	None

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<p style="text-align: center;">Project Name</p> <p><i>Disability Insurance Automation (DIA)</i></p> <p style="text-align: center;">Project Type</p> <p style="text-align: center;">Automation</p>	<p style="text-align: center;">Project Start & Finish</p> <p style="text-align: center;">SFY 06/07 – SFY 12/13</p> <p style="text-align: center;">Duration</p> <p style="text-align: center;">7 years</p> <p style="text-align: center;">Project Priority</p> <p style="text-align: center;">Approved</p>	<p style="text-align: center;">Estimated Cost</p> <p style="text-align: center;">\$157,861,331</p> <p style="text-align: center;">Related Projects</p> <p style="text-align: center;">UIMOD, SCDB</p>
Strategic Plan Connection		
<p>GOAL I: Improve access to services and information through the use of IT and partnerships.</p> <p>GOAL II: Develop an integrated approach across EDD to improve customer satisfaction with EDD services.</p> <p>GOAL V: Ensure the integrity of EDD’s programs, services and information assets.</p>		
Project Description and Scope		
<p>The DIA project provides secure electronic communications consistent with Health Insurance Portability and Accountability Act (HIPAA) regulations and guidelines for clients, medical providers, and employers to interact with DI Branch staff in the process of providing benefits to eligible workers. The new system will almost entirely eliminate the need for keying new claims into the system and significantly reduce costs associated with filing, storage, and retention of paper documents. New business logic will be developed to make automated determinations to reduce the volume of claims requiring review by DI Branch staff.</p>		
Estimated Benefits and Services Improvements		
<ul style="list-style-type: none"> • Provides customer greater access to EDD services. • Detects and prevents abuse of confidential customer information. • Increases self-service options for EDD customers and medical providers. • Increases claim data accuracy and form completion through embedded business rules. • Detects unauthorized access to Protected Health Information. • Simplifies and automates manual claim processes while applying HIPAA guidelines. 		
Automation Projects only:		
PY/Cost Savings Utilization	PY Reductions	OE&E Reductions
Redirection to mission critical program areas	59.4	Unknown

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<p>Proposed Project Name <i>California Workforce Services Network (CWSN)</i></p> <p>Project Type Automation</p>	<p>Project Start & Finish SFY 08/09 – SFY 10/11</p> <p>Duration 3 years</p> <p>Project Priority Approved</p>	<p>Estimated Cost \$13,153,064</p> <p>Related Projects None</p>
<p>Strategic Plan Connection</p> <p>GOAL I: Improve access to services and information through the use of IT and partnerships. GOAL II: Develop an integrated approach across EDD to improve customer satisfaction with EDD services. GOAL V: Ensure the integrity of EDD’s programs, services and information assets.</p>		
<p>Project Description and Scope</p> <p>The CWSN proposed solution quickly obtains an effective, low-cost, web-based solution that supports integrated EDD workforce services to One-Stop Career Center customers. The EDD staff, Local Workforce Investment Area (LWIA) staff, and other One-Stop partner agency staff will have the option to use an intuitive self-service application to administer Workforce Investment Act (WIA) programs. Partner agencies will access this application either via the Internet, or via the existing statewide Office of Technology Services (OTech) Wide Area Network (WAN). Users will be able to access the proposed solution from the EDD’s “Inside EDD” (via the WAN only), the EDD’s Home Page, or the California Home Page website, depending on access authority. Partner agency staff and training providers will have access to their information at the One-Stop or via the Internet. The proposed solution will also supply enhancement to access, service, reporting, data exchange, and security. The labor exchange application will be integrated on the computer screen with WIA and the Trade Adjustment Act (TAA) administrative and participant tracking functions.</p>		
<p>Estimated Benefits and Services Improvements</p> <ul style="list-style-type: none"> • Decreases labor intensive data entry. • Increases percentage of employer electronic entered job orders. • Enables a single registration. • Allows automated data sharing with EDD administered program. • Supports administration of security at the state level. • Allows Internet Data file transfer/linkage with other employment and training systems. • Produces Department of Labor required reports and performance measures. 		
<p>Automation Projects only:</p>		
<p>PY/Cost Savings Utilization</p> <ul style="list-style-type: none"> • Time used by IT staff to correct "mistakes" due to human error in releasing a flawed program to production; • Redirection to mission critical program areas. 	<p>PY Reductions</p> <p>69.7</p>	<p>OE&E Reductions</p> <p>None</p>

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<p>Project Name <i>California Unemployment Insurance Appeals Board (CUIAB) – Hearing Reminder Auto Dialer</i></p> <p>Project Type Automation Infrastructure</p>	<p>Project Start & Finish SFY 11/12 – SFY 12/13</p> <p>Duration 2 years</p> <p>Project Priority Delegated</p>	<p>Estimated Cost \$55,000</p> <p>Related Projects None</p>
Strategic Plan Connection		
<p>GOAL I: Improve access to services and information through the use of IT and partnerships.</p>		
Project Description and Scope		
<p>Missed hearing appointments disrupt the CUIAB hearing schedule and cost thousands of dollars each year. Claimants who receive a telephone reminder are far more likely to make their appointments or notify CUIAB if they need to reschedule. Telephone reminder software automatically contacts claimants with friendly hearing appointment reminders and important information. Claimants appreciate the service and CUIAB would gain control over its daily schedule.</p> <p>Hearing participant no-shows is a significant problem for CUIAB. For instance, in the last six months over 50,000 hearings (27 percent of all hearings) were not conducted because of participant no-shows. This contributes significantly to CUIAB's inability to consistently meet federal time-lapse standards.</p>		
Estimated Benefits and Services Improvements		
<ul style="list-style-type: none"> • Ability to build customized data-driven messages. • Completely automatable operations - automatic generation and activation of daily call sessions with customized calling times for each day, etc. • Unlimited language/dialect capabilities - All messages, greetings, and phrases can be recorded in as many languages (or dialects) as required. • Compatibility with quality schedulers, databases, and management software. • Single solution for multiple locations. • Reducing the number of no-shows would free up hearing rooms and judges for other cases, reducing the overall backlog of cases and significantly reducing the average time a claimant has to wait for his case to be heard. 		
Automation Projects only:		
PY/Cost Savings Utilization	PY Reductions	OE&E Reductions
TBD	TBD	TBD

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STRATEGIC & TACTICAL PROJECT DETAILS

<p>Project Name <i>California Unemployment Insurance Appeals Board (CUIAB) – Web Site Improvements</i></p> <p>Project Type Infrastructure</p>	<p>Project Start & Finish SFY 11/12 – SFY 11/12</p> <p>Duration 1 year</p> <p>Project Priority Delegated</p>	<p>Estimated Cost \$100,000</p> <p>Related Projects None</p>
Strategic Plan Connection		
<p>GOAL I: Improve access to services and information through the use of IT and partnerships.</p>		
Project Description and Scope		
<p>The Web Site Improvements project ensures all web based communications are delivered consistently to the public. This project provides better “look and feel” of content display as well as offers the capability to implement new technologies to present “content” to customers.</p>		
Automation Projects only:		
PY/Cost Savings Utilization	PY Reductions	OE&E Reductions
N/A	N/A	N/A

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<p>Project Name <i>Continued Claims Certification Web (CCCW)</i></p> <p>Project Type Automation</p>	<p>Project Start & Finish SFY 08/09 – SFY 10/11</p> <p>Duration 2 years</p> <p>Project Priority Emergency</p>	<p>Estimated Cost \$4,041,004</p> <p>Related Projects None</p>
<p>Strategic Plan Connection</p> <p>GOAL I: Improve access to services and information through the use of Information Technology and partnerships.</p> <p>GOAL II: Develop an integrated approach across EDD to improve customer satisfaction with EDD services.</p> <p>GOAL III: Improve business processes to enhance results and reduce costs.</p> <p>GOAL V: Ensure the integrity of EDD’s programs, services and information assets.</p>		
<p>Project Description and Scope</p> <p>The Continued Claims Certification Web (CCCW) project will allow clients to use a web-based system to certify for benefits. In the initial phase, the CCCW system will authenticate and authorize the client through an Identity Management (IdM) system, Verify that the client is eligible to certify in the system, allow the client to enter their claim information on a multi-lingual form, and process their claim even if they have work and wages information or field office exceptions on their form. It is anticipated that CCCW will also process the continued claims from clients who currently participate in some of the benefit extension programs administered by the Department. In a subsequent phase, the CCCW system will allow clients to change their address. Work sharing, Partials, and California Training Benefits claims are not in scope for this system.</p>		
<p>Estimated Benefits and Services Improvements</p> <ul style="list-style-type: none"> • Implement an Internet Continued Claim (CC) Certification form (DE4581). The current CC form is a manual form that must be completed, signed, and mailed to EDD for processing. • Implementing an electronic CC form on the Internet will allow EDD to prevent common client errors, make address changes, and reduce manual processing by EDD staff. • This will expedite payments of benefits to claimants and reduce errors. 		
<p>Automation Projects only:</p>		
<p>PY/Cost Savings Utilization</p> <p>Redirection to mission critical program areas</p>	<p>PY Reductions</p> <p>12.6</p>	<p>OE&E Reductions</p> <p>N/A</p>

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STRATEGIC & TACTICAL PROJECT DETAILS

<p>Project Name Electronic Benefit Payment (EBP)</p> <p>Project Type Automation</p>	<p>Project Start & Finish SFY 08/09 – SFY 10/11</p> <p>Duration 2 years</p> <p>Project Priority Emergency</p>	<p>Estimated Cost \$1,873,936</p> <p>Related Projects None</p>
<p>Strategic Plan Connection</p> <p>GOAL I: Improve access to services and information through the use of Information Technology and partnerships. GOAL III: Improve business processes to enhance results and reduce costs. GOAL IV: Build human resource capacity so that staff has the skills necessary to meet the challenges of the changing environment.</p>		
<p>Project Description and Scope</p> <p>California is pursuing an EBP service at no cost to the State. The EBP service will use direct deposit and electronic payment cards, i.e., debit cards, for disbursing UI and DI and Paid Family Leave (PFL) benefit payments, eventually eliminating paper warrants.</p>		
<p>Estimated Benefits and Services Improvements</p> <p>The EDD will provide UI, DI, and PFL benefit payments using an electronic payment system and will:</p> <ul style="list-style-type: none"> • Provide banked and unbanked claimants with Visa or MasterCard-branded ATM debit cards that can be funded with benefits following every certification period for the life of the claim. • Provide banked claimants with the option to directly deposit benefit payments into their existing bank accounts. • Eliminate all paper warrants for UI, DI, and PFL benefit payments. • Eliminate fraud vectors associated with theft or loss of warrants. • Eliminate additional workload resulting from stolen or lost warrants. 		
<p>Automation Projects only:</p>		
<p>PY/Cost Savings Utilization</p> <ul style="list-style-type: none"> • Costs associated with purchasing, securing, accounting for and maintaining blank check stock would be avoided with electronic payments. • Costs associated with replacing checks that are lost or stolen in the mail would be avoided with electronic payments. • Redirection to mission critical program areas. 	<p>PY Reductions</p> <p>24.6</p>	<p>OE&E Reductions</p> <p>\$3 million</p>

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STRATEGIC & TACTICAL PROJECT DETAILS

<p>Proposed Project Name <i>Tax Application Platform Upgrade</i></p> <p>Project Type Infrastructure Automation</p>	<p>Project Start & Finish SFY 12/13 – SFY 13/14</p> <p>Duration 3 years</p> <p>Project Priority 2</p>	<p>Estimated Cost \$6,500,000</p> <p>Related Projects None</p>
<p>Strategic Plan Connection</p> <p>GOAL I: Improve access to services and information through the use of IT and partnerships. GOAL III: Improve business processes to enhance results and reduce costs. GOAL IV: Build human resource capacity so that staff has the skills necessary to meet the challenges of the changing environment. GOAL V: Ensure the integrity of EDD’s programs, services and information assets.</p>		
<p>Project Description and Scope</p> <p>The program supports the collection of benefit overpayments made to recipients in the UI and DI programs. The project will convert existing Benefit Overpayments Collection System (BOCS) from Visual Basic 6.0 to an integrated .NET program. The programming language is no longer supported by the vendor. The existing program has a high degree of risk of failure.</p>		
<p>Estimated Benefits and Services Improvements</p> <ul style="list-style-type: none"> • Modernization of the BOCS program will improve data handling capabilities and will provide a more structured and documented program. • The increased revenue will benefit the UI, DI and General Fund balances and the increased collection of UI and DI fraud overpayments will be reimbursed to the employers’ accounts. 		
<p>Automation Projects only:</p>		
<p>PY/Cost Savings Utilization</p> <p>TBD</p>	<p>PY Reductions</p> <p>TBD</p>	<p>OE&E Reductions</p> <p>TBD</p>

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STRATEGIC & TACTICAL PROJECT DETAILS

<p>Proposed Project Name <i>Tax Branch CalNET II Implementation</i></p> <p>Project Type Automation Infrastructure</p>	<p>Project Start & Finish SFY 13/14 – 15/16</p> <p>Duration 2 years</p> <p>Project Priority 3</p>	<p>Estimated Cost \$8,100,000</p> <p>Related Projects UIMOD, DIA</p>
Strategic Plan Connection		
<p>GOAL I: Improve access to services and information through the use of IT and partnerships. GOAL III: Improve business processes to enhance results and reduce costs. GOAL IV: Build human resource capacity so that staff has the skills necessary to meet the challenges of the changing environment. GOAL V: Ensure the integrity of EDD’s programs, services and information assets.</p>		
Project Description and Scope		
<p>Upgrade the Tax Branch Employment Tax Call Centers Platform and all related Tax customer service areas utilizing the CalNET II, Master Service Agreements (MSA) 3 and 4. The CalNET II, MSAs 3 and 4, meet the needs of the Tax Branch. The current call center technology is outdated and is no longer effective. The Tax Branch would like to leverage new technologies with additional functionality and features that would enable Employment Tax Call Centers to increase customer service levels and potentially increase revenue.</p>		
Estimated Benefits and Services Improvements		
<ul style="list-style-type: none"> • The new technology would allow Tax Branch to route calls on a real time basis as well as monitor and record inbound calls for training and quality assurance purposes, subsequently improving answering speed. • Replacing the current system would allow the Tax Branch to train staff and monitor calls to ensure efficiency in responding to claimant calls. • A more automated scheduling and forecasting tool would assist the Tax Branch in determining effective resource management. • The Tax Branch Call Center Platform is extremely outdated; technology and industry standards have moved well beyond the current platform. • By pursuing the services available through the CalNET II, the Tax Branch would improve multiple layers of the call environment. • The Tax Branch would be able to increase the quality and productivity of work in our call centers, improve the speed in which a call is answered, reduce the cost associated with calls holding by real-time call routing, streamline the entire system, and improve the ability to effectively manage the calls during a crisis. 		
Automation Projects only:		
PY/Cost Savings Utilization	PY Reductions	OE&E Reductions
<p>Call wait times will be reduced and there will be faster access to agents. This will result in fewer customer complaints regarding access to a representative and fewer complaints regarding Tax Branch services.</p>	TBD	TBD

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STRATEGIC & TACTICAL PROJECT DETAILS

<p>Proposed Project Name</p> <p style="text-align: center;"><i>Disability Insurance CalNET II Implementation</i></p> <p>Project Type</p> <p style="text-align: center;">Automation Infrastructure</p>	<p>Project Start & Finish</p> <p style="text-align: center;">SFY 13/14 – 14/15</p> <p>Duration</p> <p style="text-align: center;">1 year</p> <p>Project Priority</p> <p style="text-align: center;">5</p>	<p>Estimated Cost</p> <p style="text-align: center;">\$1,500,000</p> <p>Related Projects</p> <p style="text-align: center;">UIMOD, DIA</p>
<p>Strategic Plan Connection</p> <p>GOAL I: Improve access to services and information through the use of IT and partnerships. GOAL III: Improve business processes to enhance results and reduce costs. GOAL IV: Build human resource capacity so that staff has the skills necessary to meet the challenges of the changing environment. GOAL V: Ensure the integrity of EDD’s programs, services and information assets.</p>		
<p>Project Description and Scope</p> <p>Upgrade the DI Branch Call Center Platform utilizing the CalNET II, MSAs 1 and 2. The CalNET II, MSAs 1 and 2, more than meet the needs of the DI Branch. The current call center technology is outdated and is no longer effective. The DI Branch would like to leverage new technologies with additional functionality and features that would enable DI Call Centers to work more efficiently.</p>		
<p>Estimated Benefits and Services Improvements</p> <ul style="list-style-type: none"> • The new technology would allow DI Branch to route calls on a real time basis as well as monitor and record inbound calls for training and quality assurance purposes, subsequently improving answering speed. • Replacing the current system would allow DI to train staff and monitor calls to ensure efficiency in responding to claimant calls. • A more automated scheduling and forecasting tool would assist DI Branch in determining effective resource management. • The DI Branch Call Center Platform is extremely outdated; technology and Industry standards have moved well beyond the current platform. • By pursuing the services available through the CalNET II, the DI Branch would improve multiple layers of the call environment. • The DI Branch would be able to increase the quality and productivity of work in our call centers, improve the speed in which a call is answered, reduce the cost associated with calls holding by real-time call routing, streamline the entire system, and improve the ability to effectively manage the calls during a crisis. 		
<p>Automation Projects only:</p>		
<p>PY/Cost Savings Utilization</p> <p>TBD</p>	<p>PY Reductions</p> <p>TBD</p>	<p>OE&E Reductions</p> <p>TBD</p>

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STRATEGIC & TACTICAL PROJECT DETAILS

<p>Proposed Project Name <i>Document Management System (DMS) Expansion</i></p> <p>Project Type Infrastructure</p>	<p>Project Start & Finish SFY 12/13 – SFY 12/13</p> <p>Duration 1 year</p> <p>Project Priority 6</p>	<p>Estimated Cost \$1,304,146</p> <p>Related Projects DIA, UIMOD</p>
Strategic Plan Connection		
<p>GOAL I: Improve access to services and information through the use of IT and partnerships. GOAL V: Ensure the integrity of EDD’s programs, services and information assets.</p>		
Project Description and Scope		
<p>The EDD proposes to encompass the expansion to upgrade existing Document and Information Management Center (DIMC) (computer room) for heating ventilating and air conditioning (HVAC) and electrical for cooling and power redundancy. The project will implement technologies to maximize the DIMC Facility computer room with server infrastructure and going green by implementing virtualization and automated server provisioning.</p>		
Estimated Benefits and Services Improvements		
<ul style="list-style-type: none"> • A significant reduction of time on existing staff by improving the reliability and performance of the IT infrastructure. • Maximizing server infrastructure allows EDD to not only handle all of their planned future workloads, but also process workloads from other departments. • Provides 24/7 production uptime by providing true power and cooling redundancy. • Virtualization would reduce the number of required physical servers. • Automated server provisioning would reduce the required number of duplicate standby servers while still providing full fault tolerance. • Standardization of services that not only is an Enterprise solution for EDD, but can also be leveraged by other departments. 		
Automation Projects only:		
PY/Cost Savings Utilization	PY Reductions	OE&E Reductions
TBD	TBD	TBD

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STRATEGIC & TACTICAL PROJECT DETAILS

<p>Project Name <i>Workers Compensation Data Transfer Project (WCDDT)</i></p> <p>Project Type Infrastructure</p>	<p>Project Start & Finish SFY 13/14 – SFY 15/16</p> <p>Duration 3 years</p> <p>Project Priority 7</p>	<p>Estimated Cost \$185,000</p> <p>Related Projects None</p>
<p>Strategic Plan Connection</p> <p>GOAL I: Improve access to services and information through the use of IT and partnerships. GOAL V: Ensure the integrity of EDD’s programs, services and information assets.</p>		
<p>Project Description and Scope</p> <p>The proposed solution increases the recovery of State Disability Insurance (SDI) benefits paid in lieu of conflicting workers compensation liability for the same injury/illness. This system will allow SDI to accept data from and submit data to the Department of Industrial Relation’s (DIR) new Electronic Adjudication Management System and the Workers Compensation Information System.</p>		
<p>Automation Projects only:</p>		
<p>PY/Cost Savings Utilization</p> <p>None</p>	<p>PY Reductions</p> <p>None</p>	<p>OE&E Reductions</p> <p>None</p>

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STRATEGIC & TACTICAL PROJECT DETAILS

<p>Project Name <i>Electronic Requester Information Abstract Services</i></p> <p>Project Type Automation Infrastructure</p>	<p>Project Start & Finish SFY 13/14 – SFY 14/15</p> <p>Duration 1 year</p> <p>Project Priority 8</p>	<p>Estimated Cost \$750,000</p> <p>Related Projects N/A</p>
<p>Strategic Plan Connection</p> <p>GOAL I: Improve access to services and information through the use of IT and partnerships. GOAL II: Develop an integrated approach across EDD to improve customer satisfaction with EDD services. GOAL III: Improve business processes to enhance results and reduce costs. GOAL IV: Build human resource capacity so that staff has the skills necessary to meet the challenges of the changing environment. GOAL V: Ensure the integrity of EDD’s programs, services and information assets.</p>		
<p>Project Description and Scope</p> <p>The EDD currently provides both paper and electronic confidential information abstracts to external, legally authorized governmental agencies and requesters. This project would replace an aged, and difficult to maintain, 1970’s Mainframe batch processing system with access to confidential information via secure file transfer processes and authorized on-line services. Full accountability for external requester account agreements, electronic access, requester authentication, authorization, and a detail audit trail of activity would be established.</p>		
<p>Estimated Benefits and Services Improvements</p> <ul style="list-style-type: none"> • By virtue of E-customers doing the request/entry work, staff costs and effort will be reduced in processing requests once a contract has been established and the customer is in the system. • The system will replace the effort of handling, printing, packaging and shipping, by mail room staff and the electronic process will speed the production, delivery time, and eliminate the staff time required to print and file hard copy requests. • The ability to leverage new automation technologies, (e.g., Identity Management, .NET Application Development) and align services with EDD Source Data Systems, (e.g., DI, UI, TAX automation). • Electronic processing eliminates manual processing time in order to handle entry and outputs, to package and ship abstract products and allow customer access to their data on an as-needed basis. Electronic processing was requested by customers who were asked in a survey how EDD might improve services. 		

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STRATEGIC & TACTICAL PROJECT DETAILS

Automation Projects only:		
PY/Cost Savings Utilization	PY Reductions	OE&E Reductions
<ul style="list-style-type: none">• The electronic processing significantly reduces manual data entry and mainframe computer batch processing costs as well as costs associated with output processing, packaging, and shipping abstract products.• Staff time will be reduced due to system enhancements; system failures and problem analysis, handling and shipping errors; and manual safeguard controls.• These savings are passed along to the customer who pays for the abstract product(s).	TBD	TBD

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STRATEGIC & TACTICAL PROJECT DETAILS

<p>Project Name <i>California Unemployment Insurance Appeals Board (CUIAB) – Document Management System</i></p> <p>Project Type Infrastructure</p>	<p>Project Start & Finish SFY 12/13 – SFY 13/14</p> <p>Duration 2 years</p> <p>Project Priority 9</p>	<p>Estimated Cost \$1,500,000</p> <p>Related Projects None</p>
Strategic Plan Connection		
<p>GOAL I: Improve access to services and information through the use of IT and partnerships.</p>		
Project Description and Scope		
<p>The CUIAB proposes an integrated system that provides unemployment insurance appeals case document management, including scanning, imaging, and data capture. Working in collaboration with the EDD, paper case files will be scanned into electronic case folders and routed to the appropriate work center for action. Work centers will require scanning, imaging, and data capture ability to add necessary documentation to the electronic case file.</p>		
Automation Projects only:		
PY/Cost Savings Utilization	PY Reductions	OE&E Reductions
None	None	None

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STRATEGIC & TACTICAL PROJECT DETAILS

<p>Proposed Project Name <i>Paid Family Leave (PFL) System integration into Disability Insurance Automation (DIA) project</i></p> <p>Project Type Automation</p>	<p>Project Start & Finish SFY 13/14 – SFY 15/16</p> <p>Duration 3 Years</p> <p>Project Priority 10</p>	<p>Estimated Cost \$15,002,000</p> <p>Related Projects DIA, SCDB</p>
Strategic Plan Connection		
<p>GOAL I: Improve access to services and information through the use of IT and partnerships. GOAL II: Develop an integrated approach across EDD to improve customer satisfaction with EDD services. GOAL V: Ensure the integrity of EDD’s programs, services and information assets.</p>		
Project Description and Scope		
<p>This project will be designed to incorporate the PFL and the DIA systems into one seamless application. The design would be considered Phase 4 of the recent commitment to bring the DI Branch’s electronic data systems into a more modern and flexible infrastructure. The DIA and PFL would be one application, one training environment, and one test environment. Staff would be able to troubleshoot PFL system issues and provide a training environment for new staff to safely learn the PFL systems without risk of changing production data. The PFL reports would be modified to include data that is captured on the SCDB.</p>		
Estimated Benefits and Services Improvements		
<ul style="list-style-type: none"> • The DI Branch would improve their capability to provide timely, comprehensive, reliable and accurate data to the Legislature and to other states and organizations who seek data regarding the PFL program. • New and existing PFL staff would receive hands-on training in an environment that is specifically designed to meet their training needs. • A PFL/DIA test environment would allow the DI Central Office staff to expand their capability to troubleshoot PFL production problems and reduce the reliance on IT resources that could be channeled to other critical DI areas. • Providing comprehensive and reliable data upon request demonstrates that California recognizes its responsibility as the first and only state to offer a PFL program and provide assistance to other states who may be considering a similar program. • Enhanced PFL testing and training systems will allow PFL staff to become more productive sooner and develop a greater understanding of the integrated systems that run the PFL application. • Having a PFL test environment will provide faster resolution to production problems and support program route development and changes as the DI Branch's business needs expand. 		

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STRATEGIC & TACTICAL PROJECT DETAILS

Automation Projects only:		
PY/Cost Savings Utilization	PY Reductions	OE&E Reductions
<ul style="list-style-type: none">• Time currently spent researching and obtaining aggregate data will be reduced or eliminated.• The DI central office staff will be able to support changes based upon the Branch's priorities and not depend on IT and competing priorities.• Fewer PFL production problems will be referred to IT staff.• Redirected to existing workload.	None	None