

Presentation to ITAC



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Agency Vision

All Arizonans who qualify receive timely DES services and achieve their potential.

Agency Mission

The Department of Economic Security makes Arizona stronger by helping Arizonans reach their potential through temporary assistance for those in need, and care for the vulnerable.

Pandemic Unemployment Assistance

State of Arizona – Department of Economic Security (DES)
Division of Employment and Rehabilitation Services (DERS)

May 20, 2020

Presented by:

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Project Introduction

Project Background:

- As part of the CARES Act 2020, the Pandemic Unemployment Assistance (PUA) program was created.
- The PUA Program provides Unemployment Insurance (UI) assistance for individuals who do not monetarily qualify for regular UI assistance.
- The PUA is a brand-new program never implemented in US history.
- The current state of the Arizona UI program's systems will not support the changes necessary to facilitate the operation of the Pandemic Unemployment Assistance (PUA) program. The rules governing Pandemic Assistance contradict the inherent rules of the current system.
- It is expected that more than 250,000 individuals will be potentially eligible for Pandemic Unemployment Assistance; which is approximately \$178 Million per week issued through the PUA program.

Project Introduction

Problem Statement:

- A PIJ was approved for the implementation costs for the Pandemic Unemployment Assistance (PUA) program, which was created as part of the CARES Act of 2020.
- The solution was implemented May 12, 2020.
- At the time the PIJ was approved, the expected duration and costs of the software licensing and cloud hosting were unknown.
- It is now estimated that the PUA software will be needed for 10 months. Additional legislation may extend it further.
- The Change Request is for:
 - estimated costs of licensing and cloud hosting
 - end date extension

Solution

Procurement:

Several options were investigated as part of the research done to determine the best course of action for supporting the PUA program, including contacting other states for their solution options.

Geographic Solutions presented a completely stand-alone PUA system that would be ideal for Arizona. The PUA system:

- Facilitates the PUA program completely without needing to modify the existing system.
- Can receive information from the existing system to aid in the registration process of those individuals who meet the PUA criteria.
- Is highly configurable to meet Arizona's needs and can be hosted in the GSI Data Center environment.
- Has implemented PUA in two states similar in size to Arizona.
- Is already developed and open for customization.
- Has a reduced timeline to implement the solution compared to building something from scratch.

Solution

Technology

The proposed solution is a Software-as-a-Service subscription to a PUA system that facilitates the intake, eligibility determination and payments for Pandemic Unemployment Assistance.

- Hosted in GSI data center
- Easily configurable and integrated
- Confidential PII, FTI, and PHI data resides in a SOC 2 and SOC 3 certified environment
- Pursuing AzRamp certification
- Potential future use of an integrated Unemployment Insurance and Workforce solution

Project Responsibilities

Agency

1. Project management
2. Guiding customization
3. Interface specifications
4. Validating System Functionality
5. User Acceptance Testing
6. Training

Shared

1. Functional Requirements Decomposition
2. Requirements design meetings
3. Test case creation
4. Data Conversion

Vendor/Contractor

1. Installation of software
2. Customization
3. Design documentation
4. Interface development
5. Train-the-trainer
6. Implementation
7. Data Center environment

Project Structure

Program Sponsor
Michael Wisehart

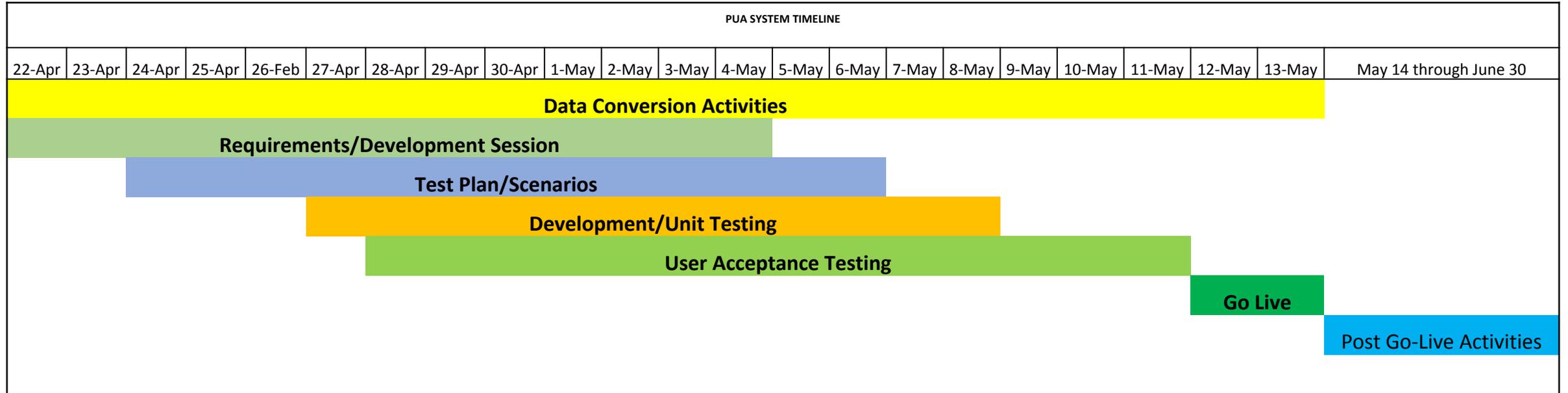
Project Manager DERS

- Policy
- Business/Systems Analysis
- Operations
- Training
- Server Operation
- Interfaces

Project Manager Geographic Solutions

- Business Analysis
- Technical Teams
- Testing
- Interfaces
- Deployment
- Training

Project Timeline



Project Costs

Project Costs by Category	FY20	FY21	Total
Professional & Outside Services (Contractors)	\$995,250	0	\$995,250
Software License & Maintenance Fees	\$305,323	\$712,421	\$1,017,745
GSI Data Center Hosting			
Total Development	\$1,627,256	\$1,692,469*	\$3,319,725
Total Operational	0	0	0
Combined Total	\$1,627,256	\$1,692,469	\$3,319,725

*FY21 Development costs are for Licensing, Maintenance and Cloud Hosting after Implementation is completed and the project is operational per guidelines.

Financial Impact

Project Funding	
Base Budget - Available	0
Base Budget - To Be Requested	0
APF Budget - Available	0
APF Budget - To Be Requested	0
Other Appropriated - Available	0
Other Appropriated - To Be Requested	0
Federal - Available	\$3,319,725
Federal - To Be Requested	0

Total Development Project Funding	
Available Development Budget	\$3,319,725*
To Be Requested Budget	0

Total Operational Funding - Project	
Available Operational Budget	0

*FY21 Development costs are for Licensing, Maintenance and Cloud Hosting after Implementation is completed and the project is operational per guidelines.

What Success Looks Like

Change Management

- Communications
- Training
- Implementation

Measures of Success

- Eligible recipients are receiving Pandemic Unemployment Assistance
- Payments are timely and include the \$600 Federal Pandemic Unemployment Compensation in addition to regular PUA payments.
- Program integrity maintained with the use of this system.

Requesting Approval For

The PIJ DE20017 DES/DERS Pandemic Unemployment Assistance Change Request is for cost to include:

- Licensing and Maintenance costs
- GSI Data Center hosting costs

The duration of the PUA solution was unknown.

- It is now estimated at 10 months.
- Three (3) months will be development costs with PIJ End Date of 6/30/20.

Q & A Session