

**Tab B Return on Investment Program Funding Application for FY 09****Contact Information:**

Date: July 9, 2008  
 Agency Name: Iowa Child Advocacy Board/DIA  
 Project Name: Modernizing Child Advocacy  
 Agency Manager: Richard Moore  
 Agency Manager Phone Number / E-Mail: Ext. 2-6392 / rmoore@dia.state.ia.us  
 Executive Sponsor (Agency Director or Designee): Richard Moore

**Amount of Funding Requested:** \$ 245,000.00 Phase 1

**Section I: Project Description: Describe the project and how the project will to be accomplished. Explain technology that will be used and how this works within your agency's technology architecture and adheres to enterprise wide standards. Describe the investments to be made in infrastructure and services. Explain how the project will fit into your agency and state strategic plan, IT strategic and tactical plan, Governor's leadership agenda, and if appropriate, how the project relates to enterprise wide or multiple agencies' initiatives (*Please limit explanation to 500 words- You may supplement with any tables or data that will assist in understanding project*)**

**Objective 1:** Provide potential and active ICAB volunteers and ICAB staff with web-based information and resources that increase their awareness of child advocacy issues and that facilitate their advocacy work activities and interactions with each other. **Objective 2:** Provide for electronic sending and receiving of reports and other information, much of which are now being copied, packaged and sent through ground-based mail services to and from the state office, satellite offices and program volunteers; and extend e-access to ICAB case-level reports and other documents to DHS, Judicial Branch and others (that currently receive such through ground-based mail) according to their capacities and business rules. **Objective 3:** Make more efficient use of ICAB state office IT staff now having to travel to satellite offices to collect data files and trouble-shoot workstation and database-related issues that could be accomplished remotely with an improved IT environment. **Objective 4:** Establish an ICAB IT environment that allows for participation in future service oriented architecture initiatives and other multi-agency efforts to enhance the coordination and usefulness of data systems with connections to Iowa's child welfare system.

To prepare this proposal, an in-house assessment was conducted of ICAB's IT security, equipment and services; program operations and needs; currently occurring information exchanges with other agencies; and, state and federal requirements for ICAB's development and use of program-related databases.

Consideration also was given to other state offices' IT and program planning initiatives to identify opportunities for improvements to procedures through which ICAB now submits and receives data and reports to and from them.

Judicial Branch IT and Court Improvement Project staff and DHS personnel would be consulted throughout the project to determine how their current and planned efforts could be assisted with new types of information from the enhanced capacities of ICAB's CASA program and Foster Care Registry databases. During the implementation of this project, longer-range multi-agency child welfare-related data coordination plans also would be developed.

## **Section II: Expected Results**

**Describe the benefits to be achieved including impact on citizens, other agencies and department staffs. Include estimates where possible of the number of users and how these users will participate in project development and benefit from its availability.**

More effective targeting of ICAB resources to direct customer services is expected through reduced paperwork-handling duties of direct service staff. In SFY2006, over 3,700 children were served by ICAB programs that involve 20 local program coordinators and over 900 certified volunteers.

Longer-range expected benefits include improved child welfare system planning and monitoring through the availability of better information from ICAB programs and from multi-agency data coordination activities. It is hoped that increased efficiencies or improved case processing by the Courts and DHS will be possible through ICAB efforts to partner with them on child welfare data coordination efforts. Annually, many thousands of children and families experience the child welfare system and DHS, alone, annually invests over \$800,000,000 in services to children and families in Iowa.

ICAB program coordinators, volunteers and other interested parties will be consulted throughout the project to help make the ICAB IT enhancements responsive to their immediate and anticipated data and multi-agency data coordination needs.

**Describe how project assists agency in meeting any mandates, compliance with technology standards or health, safety or security requirements**

This project will result in a more secure ICAB IT environment to ensure compliance with state and federal confidentiality policies related to the child welfare and child abuse information collected and maintained by ICAB.

I.C. Section 237.17 requires ICAB to establish a registry of the placements of all children receiving foster care. Included in this law are requirements for DHS to provide ICAB with notices, case plans and case plan revisions regarding all such

child placements. Current levels of compliance with this law are unsatisfactory. The current ICAB IT environment is not resourced to take advantage of current and emerging technology that could be used to solve this problem and, in turn, improve ICAB's ability to comply with I.C. Section 237.18 requirements for the preparation of various reports, evaluations and recommendations. Implementing this project will establish an ICAB IT environment that is capable of new data coordination initiatives with DHS and the Courts designed to achieve compliance with these state laws.

**Describe how processes within your agency will be affected by the completion of the project. What changes will occur in organization structure, systems, or processes.**

Annually, over 5,000 written, multi-page reports are prepared, copied and mailed by ICAB to Court and DHS officials. A much larger number of documents are mailed from ICAB to volunteers to support their case-level work. Beginning during the implementation year of this project, these ground-mailings will begin being transitioned to electronic mailings. Succeeding years will continue this transitioning of how ICAB sends information internally and to others. The ICAB administrator will work with DHS and others to request and facilitate plans for their electronic submission of data to ICAB. As such plans are developed, originating data sources and database management procedures will be examined to identify opportunities for service oriented architecture-based data exchanges.

This project would reduce the need for ICAB staff to travel to satellite offices to collect data files and trouble-shoot workstation and database-related issues. Time saved would be redirected to quality assurance activities, development of IT-related staff training resources, database management and data coordination assignments. Any satellite office staff time saved will be redirected to direct service improvement activities.

*(Please limit explanation to 500 words. You may supplement with any tables or data that will assist in understanding the benefits)*

**Section III: Financial Analysis**

**1. Complete table one as outlined in enclosure one to indicate the estimated costs for acquisition/development and ongoing costs for up to five years where applicable. Indicate approximate share of project that will be funded from various funding sources table two to enclosure one.**

Although not indicated in the attached "Table One," ICAB staff time will be invested in the implementation of this project. Time of the ICAB administrator and one IT position will be redirected to manage and carryout the activities described above. During the design phase of this project, cost-benefit decisions will be made to determine the use of optional combinations of in-house DIA and ICAB staff and services and/or SLA's with DAS/ITE and/or contract vendors to carry out various

initial and ongoing aspects of this project and its resulting IT environment. Such decisions will impact on the scope and nature of the ICAB staff time investment.

There will be recurring/ongoing monthly costs in '09 through '12 associated with the increased number and capacity of DSL lines and software licensing. It is projected that such costs will be offset through reduced state office travel and overtime costs and through reductions in copying and postage expenses of ICAB reports and other information as transitions from ground-mail to electronic distribution are completed.

**2. Estimated cost reductions to agency from project. Quantify actual state government direct and indirect costs (personnel, support, equipment, etc.) associated with the activity, system or process after project implementation. Describe all cost reductions and how those reductions will be achieved including personnel reductions or deferred hiring, table three of enclosure one.**

It is estimated that reduction of expenses in certain ICAB general fund budget categories (travel, overtime salary and postage) will occur following the implementation of the improved ICAB IT environment (2009-2012: \$28,000/yr. estimate). Further, it is assumed that, beginning in 2010, the enhanced IT environment and the resulting reduced paper-handling will facilitate additional cost reductions through not filling one support staff position and reconfiguring the assignments and job classes of several other positions following projected staff attrition (2010-2012: \$45,000/yr. estimate). The cost reductions made possible through the proposed IT initiative will allow for enhancements to ICAB core services.

**3. Other Benefits. Explain other cost reductions or intangible benefits to customers as defined in section II, these expenses may be of a personal or business nature. Discuss Risks of not proceeding with project including loss of other funds, avoidance of penalties or consequences of not complying with enterprise technology standards.**

One of the returns on the investment for this project is the ability of the enhanced ICAB IT environment to streamline office procedures related to the copying and packaging of hard copy reports and documents. Reducing staff time spent on such activities will allow staff to spend more time on case-level work; volunteer recruitment, training and oversight; and preparations of reports to the Court, DHS and other officials. The thousands of children affected by ICAB services will benefit.

This project would establish a more robust ICAB IT environment so it can provide more helpful information about its own programs and Iowa's foster care population to DHS, the Courts, the Governor, the General Assembly and others; and so it can help facilitate and participate in multi-agency efforts to enhance the coordination and usefulness of data systems with connections to Iowa's child welfare system. Another, perhaps farther-reaching return from the requested investment will be the

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improvements and better-informed case-level and system-wide decisions that can be made with an increase in the availability and usefulness of information about the processes and outcomes of Iowa's child welfare system – a system that involves hundreds of federal, state and local officials; thousands of children and families; and, hundreds of millions of dollars each year.

*(Please limit explanation to 500 words. You may supplement with any tables or data that will assist in understanding the benefits of project)*

**4. Calculate estimated Return On Investment (ROI), table four enclosure one:** (displayed below & submitted as separate Excel spreadsheet)

Enclosure One, Financial Analysis Spreadsheet to Return on Investment (ROI)  
Program Funding Application

**Agency Name: ICAB**

**Application Name: Modernizing Child Welfare**

**Table One: Estimated Project Cost**

	FY08	FY09	FY10	FY11	FY12
Development and Implementation Costs	\$140,480	\$245,000	\$0	\$0	\$0
Recurring Costs		\$3,500	\$3,500	\$3,500	\$3,500
Total Costs	\$140,480	\$248,500	\$3,500	\$3,500	\$3,500

**Table Two: Percentage of Costs From**

General Fund			100%	100%	100%
Federal or other funding (IOWAccess Council)	100%	100%			
Pooled Technology Fund					

**Table Three: Projected Reduction in Expense**

For Requesting Agency	\$0	\$28,000	\$73,000	\$73,000	\$73,000
For Other State Agencies	\$0	\$0	\$0	\$0	\$0
TOTAL Cost Reductions	\$0	\$28,000	\$73,000	\$73,000	\$73,000

**Table Four: Calculated Estimated Return on Investment**

Total projected cost from table one	\$140,480	\$245,000	\$3,500	\$3,500	\$3,500
Total projected cost reductions from table three	\$0	\$28,000	\$73,000	\$73,000	\$73,000
Projected Net Benefit to the State of Iowa	\$0	\$0	\$69,500	\$69,500	\$69,500

**Section IV: Auditable Outcome Measures**

**For each of the following categories, list the auditable metrics for success after implementation and identify how they will be measured.**

- 1. Improved customer service:** satisfaction/usefulness of enhanced ICAB IT capacity as measured through surveys and interviews with volunteers, local office staff and other officials involved with Iowa's child welfare system
- 2. Citizen impact:** % child welfare cases receiving ICAB reviews and CASA services as measured through reports from DHS and ICAB data systems; % ICAB case recommendations accepted through DHS/Court case planning decisions as measured with reports generated from enhanced ICAB databases; % increase in volunteer applications processed

- 3. Cost Savings:** ICAB budget tracked by budget category to determine ongoing impact of enhanced IT environment on various ICAB business processes and operational expenses
- 4. Project reengineering:** specific project milestones (e.g. RFA's issued, bids accepted, equipment installed and databases migrated as scheduled, % reports available electronically, etc.) to be established and tracked upon project funding approval
- 5. Source of funds (Budget %):** N/A
- 6. Tangible/Intangible benefits:** % multi-agency child welfare system data coordination initiatives implemented as planned as measured by ICAB documentation; impact measures of multi-agency child welfare system data coordination initiatives to be determined as initiatives are planned and agreed to by involved parties

## **Enclosure One – Financial Analysis**