

April 29, 2010

The Employment Development Department's Automation Projects

L E G I S L A T I V E A N A L Y S T ' S O F F I C E

Presented to:

Budget and Fiscal Review Subcommittee No. 5

On State Administration

Hon. Denise Moreno Ducheny, Chair



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(In Millions)

Project/Description	Costs								Total Project Costs
	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	
Automatic Collection Enhancement System (ACES). The ACES will develop a fully integrated and automated Tax Accounting, Collection, and Compliance system that will replace the current legacy system, built in 1986. The ACES project will enhance revenue collection. The vendor is paid a percentage of the increased revenue.	\$2.4	\$3.2	\$5.8	\$8.4	\$31.4	\$26.9	\$7.0	\$8.1	\$93.2
Disability Insurance Automation (DIA) Project. The DIA project will simplify and automate the numerous manual work processes involved when filing a DI claim. Specifically, claimants, medical providers, and employers will be able to use the Internet to submit claims data which is directly input into the DIA system.	1.2	1.7	1.6	11.2	34.1	39.3	16.6	6.9	112.6

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(In Millions)

UIMOD Subproject/Description	Costs						Total Project Costs
	2003-04 to 2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	
Call Center Network Platform and Application Upgrade (CCNPAU). The CCNPAU will build a single networked infrastructure for the Employment Development Department's call centers which will interact with an intelligent call routing system. This will increase the number of available agents by 1,000 and provide the infrastructure necessary to route calls to specialized agents.	\$11.1	\$10.8	\$19.3	\$10.1	\$10.1	\$10.1	\$71.4
Continued Claims Redesign (CCR). The CCR will develop an interactive Internet website and telephone application that allows customers to file UI claims and recertify in a bi-weekly basis on the Web or by phone. Customers will be able to confirm certification, reopen claims, submit address changes, and receive communications via this application, reducing the workload that must be processed.	8.5	9.0	29.6	32.4	4.0	3.6	87.2
Total Costs	\$19.6	\$19.8	\$48.9	\$42.5	\$14.1	\$13.7	\$158.6
<p>Projects funded by a combination of federal funds (\$66 million Reed Act funds, \$79 million unemployment insurance base grant funds, and \$14 million American Recovery and Reinvestment Act funds, totaling \$159 million).</p> <p>UIMOD = Unemployment Insurance Modernization.</p>							

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(In Millions)

Project/Description	Costs				Total Project Costs
	2008-09	2009-10	2010-11	2011-12	
Single Client Database (SCDB) Modernization. The SCDB project will replace the Employment Development Department's outdated database with a modern, relational one that will be easier to maintain, change, and optimize to meet the service needs of the business and to respond to legislative mandates, including allowing new business processes, such as the Alternate Base Period (ABP), to be implemented efficiently.	\$1.1	\$12.9	\$10.9	\$14.9	\$39.8
Alternate Base Period. The ABP project will implement programming changes to provide an alternate base period year for individuals who do not monetarily qualify for an unemployment insurance (UI) claim using the standard/current base period year by allowing workers to qualify for a UI claim by using an ABP that is based on the most recent four completed calendar quarters at the time of filing a claim.	0.03	3.2	6.5	0.4	10.1
Electronic Benefit Payments (EBP). The EBP project will allow for the delivery of UI, Disability Insurance (DI), and Paid Family Leave benefit payments electronically, via direct deposit or electronic payment card, instead of through a paper check.	—	1.6	0.3	0.04	1.9
Identity Management (IdM). The IdM project will implement a secure identification and authentication system to provide secure access to UI services. This solution is a necessary precursor to several of EDD's projects involving Web applications.	0.6	5.7	2.0	1.0	9.3
Continued Claim Certification Web (CCCW). The CCCW project will allow clients to use a web-based system to certify for benefits. Providing this Internet continued claim form will reduce processing of the UI hardcopy continued claim forms that represent the highest volume processing in the UI program.	—	3.2	1.3	0.6	5.1
eApply Modernization. The eApply Modernization project expands the types of UI claims EDD can process through the eApply4UI Internet application and allows clients to auto-file when staff intervention is not required.	—	3.8	5.1	0.4	9.3
UI Forms. The UI Forms project will expand the number and volume of UI forms being imaged at the Document and Information Management Center, and is expected to create efficiencies by having documents and associated correspondence available electronically statewide rather than in hardcopy form in individual offices.	—	2.1	2.5	0.2	4.8
Totals	\$1.7	\$32.5	\$28.6	\$17.5	\$80.3