

**Nebraska Information Technology Commission**

**Project Proposal Form**

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

**FY2005-07 Biennium**

<b>Project Title</b>	N-FOCUS: Nebraska Family On Line Client User System
<b>Agency/Entity</b>	Health and Human Services System

**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	<u>N-FOCUS Nebraska Family On Line Client User System</u>
Agency (or entity)	<u>Health and Human Services System</u>

Contact Information for this Project:

Name	<u>Margo Gamet HHSS Application Manager (Dian Carroll, N-FOCUS Business Application Manager; Deborah Watson, N-FOCUS Technical Application Manager)</u>
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City, State, Zip	<u>Lincoln NE 68509-5026</u>
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**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.

The Nebraska Family On Line Client User System (N-FOCUS) is an integrated eligibility, case management, benefit and service delivery system supporting major client service programs.

**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 N-FOCUS system. This report is an attempt to highlight some significant change requests.**

N-FOCUS is currently implementing 19 large projects plus other project level work areas:

1. A78 project completes the conversion of the Expert System software (AION) from version 7 to version 9.5. Remaining work and enhancements to the logic will be a large part of the Expert System work in the November 8, 2004 major release;
2. Web Enablement to determine the feasibility of meeting the business need to access N-FOCUS remotely;
3. Child Support Referral: A project level enhancement to the automated referral from N-FOCUS to the CHARTS system;
4. Behavioral Health: The decision has been made to incorporate the support community based mental health services into N-FOCUS functionality. A committee has reviewed many options available to HHSS based on compatibility and funding issues and N-FOCUS was the system of choice. This review was initiated due to the passage of LB1083;
5. Disaster Recovery;
6. Health Insurance Portability and Accountability Act (HIPAA): Since N-FOCUS currently pays some medical claims and stores medical information such as diagnoses for state wards and developmental disability clients, it falls under HIPAA regulations (transaction and code sets, privacy and security);
7. Print Architecture (Phase Four) which creates a new and improved approach to creating and printing correspondence;
8. Reporting Architecture;
9. Foster Care Review Board (FCRB): A project level enhancement to add required functionality for the FCRB to N-FOCUS. This is due to a finding in the federal SACWIS review mandating that FCRB functionality be part of the SACWIS (N-FOCUS) system.;
10. Protection and Safety Reform Project: The P&S Division is considering significant changes to the Intake process for child welfare. If the decision is made to proceed, there would also mean significant changes to the system including Intake, Case Plan, Court Report, etc. Some of this individual work will end up being project level work in itself, such as a redesign of Court Report and Legal Actions.
11. SVES (State Verification Eligibility System) Internet Application: Technical staff continue to test the access control stored procedure. IMS staff is working on changes to the SDX (State Data Exchange – automated exchange with Social Security Administration) display. The goal is to have all SVES users off the CICS application and converted to the web application.  
N-FOCUS Eligibility Summary windows: Enhancements are being made to these windows.

**Project Proposal Form**  
**FY2005-07 Biennium**

12. N-FOCUS Inquiry Internet Application: We would also like to obsolete the CICS inquiry application and convert all current users to the web application. IMS/DAS and N-FOCUS staff are coordinating this effort.;
13. HHSS Web Development: This is a technical research project involving all three major applications (MMIS, CHARTS and N-FOCUS). Research is ongoing on possible directions and overall architecture for HHSS web application development. A pilot has been chosen from the MMIS application.;
14. Performance Monitoring Review: A research effort within N-FOCUS to review how and why we capture performance information. This will include ensuring that solutions are implemented for previous CICS runaway task problems as well as current CICS usage reporting anomalies.;
15. Citrix and Expert System Compatibility: Although this effort will not be fully supported until post A78 implementation, technical research is in place with both N-FOCUS and IS&T staff to initiate some performance testing to determine how many users may be supported on a super sized Citrix server.;
16. Information Services Management has announced the elimination of their support to two automated systems: Impact Printing is scheduled for elimination on June 30, 2004 and the VM system is scheduled for elimination on June 30, 2005. N-FOCUS has several print jobs that use Impact Printing. Overall HHS, has many jobs still using the VM system. N-FOCUS staff is in the process of reprioritizing other work to make the necessary transitions.;
17. Adult Protective Services (APS): A project level enhancement to add functionality to fully support the APS program within N-FOCUS. The time frame on this project is pressed by the IMS elimination of support for the VM system on which their current system resides
18. State Ward Accounts: A project level enhancement to add transfer functionality for tracking state ward funds from the AIMS system to N-FOCUS. The decision to do this was based on two issues: this is a SACWIS requirement and the AIMS software is being converted to AVATAR software;
19. Supervisory Database: N-FOCUS staff were instrumental in setting up a Lotus Notes database to help SSW Supervisors track case reviews, errors, etc. in support of the project to reduce errors in the Food Stamp program area. N-FOCUS staff also helped establish a database for Employment First (EF) supervisory review. Analysis is in progress to incorporate this review functionality into N-FOCUS to avoid having data in multiple locations.

In addition, there are several other projects underway that do not have as widespread an impact but still involve significant work:

- 1) AFCARS/SACWIS: Annual APDU is required to support ongoing funding and gain certification.;
- 2) FICA: Ongoing annual work. Impact printing project will directly affect this functionality.;
- 3) LIS (Licensing Information System): N-FOCUS has work to support this project;
- 4) Purge/Archive/Retrieval
- 5) Training Viewlets: Redesign of how we build and maintain the N-FOCUS training image;
- 6) Robohelp: Researching moving this to a web application.; and
- 7) XP Operating System; Office OX: IS&T initiative that will directly affect N-FOCUS. Initial staff research in progress.

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

Priorities for development, maintenance and enhancement of the system are set by the program areas supported by this system as well as the N-FOCUS User Group. Conflicting priorities are reviewed by the N-FOCUS Steering Committee and the Policy Cabinet (as appropriate). The business staff submit System Investigation Requests (SIR) which are tracked in a Lotus Notes database. Supporting the technical management of SIRs is the Work Package database (also in Lotus Notes) that is used to assign and track the technical development necessary to implement the SIRs.

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

**Project Proposal Form**  
**FY2005-07 Biennium**

This project along with the Medicaid Information Management System (MMIS) and Children Have A Right to Support (CHARTS) applications provide major support to staff delivering benefits and services to HHS clients.

**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 across all programs
- 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
- Reduces fraud and duplication of benefits to any individual or family

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-FOCUS is using existing architecture that was already researched and designed. Technology research and testing is an ongoing function of the technical operations unit both for HHSS and IMS.

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

Various Federal and State requirements related to:

SACWIS – State Automated Child Welfare Information Systems

TANF - Temporary Assistance for Needy Families

HIPAA - Health Insurance Portability and Accountability Act

FSP - Food Stamps

And Nebraska laws related to the above.

**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.

N-FOCUS was first implemented in August of 1996. Enhancements, changes or replacements of hardware and software used to support the application are an ongoing effort. Software upgrades, research into new functionality and approaches such as web enablement are part of the ongoing responsibilities formally assigned to the Technical Architecture Team.

**Project Proposal Form  
FY2005-07 Biennium**

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.

N-FOCUS is a secure system that restricts access due to the confidential nature of data used to determine eligibility, deliver benefits and track adult and/or child welfare issues. It has easily handled the growth in the amount of required data needed as existing programs have expanded/changed as well as the new programs that have been added.

Current architecture has proven capable of integrating the Child Protective Services and Developmental Disabilities programs and is in the process of integrating the Foster Care Review Board, Adult Protective Services, Developmental Disabilities financial collections and State Ward trust funds.

**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.

Currently in production. Future enhancements and integration of other programs are listed above.

10. List the major milestones and/or deliverables and provide a timeline for completing each.

A78 fully implemented: November 8, 2004

Child Support Referral enhancement: November 8, 2004

Behavioral Health: No firm date until plan operational, anticipate December 31, 2005

Print Architecture: Conversion anticipated to be fully implemented in 2005

Internet Applications (SVES and N-FOCUS Inquiry): March 14, 2005

ACF-199 Reporting Implementation: May 15, 2005

Adult Protective Services (APS) Implementation: July 11, 2005.

Foster Care Review Board Integration: July 11, 2005.

Masking Protected Data: March 14, 2005

State Ward Trust Accounts Integration: March 14, 2005

Impact Printing Redesign Issues: November 8, 2004

VM Operating System Issues: July 11, 2005

11. Describe the training and staff development requirements.

N-FOCUS training is integrated into new employee training for staff who need to access this application. Ongoing training needs are identified as needed, e.g. the implementation of the A78 project on July 6, 2004 is an example where training was created and delivered to the necessary audience.

12. Describe the ongoing support requirements.

N-FOCUS has a full time team, including both business and technical staff, assigned to analyze, design, construct, test and implement all enhancements and/or changes to the application.

**Project Proposal Form**  
**FY2005-07 Biennium**

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

13. Describe possible barriers and risks related to the project and the relative importance of each.

Business need greater than resources available.

Federal and State law and regulation changes.

Federal and State funding changes.

14. Identify strategies which have been developed to minimize risks.

Procedures are in place to assure business need is well defined prior to system design.

Process developed for reviewing and setting priorities for development via the N-FOCUS Steering Committee. Smaller level steering committees are also used to help with project level work such as the A78 and FCRB projects to help assure resources are available to meet agreed upon timelines, etc.

**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 costs are all found under BUs with the form 26650xxx. Funds are continuation.



Nebraska Information Technology Commission  
 Project Proposal Form  
 Section VIII: Financial Analysis and Budget

	FY'04	FY '05	FY '06	FY '07
N-FOCUS	Actuals	Budget	Budget	Budget
Processor	1,238,691	\$ 1,248,421	\$ 1,248,421	\$ 1,248,421
DB2	4,202	4,763	5,239	5,239
<b>Printing 1 part</b>	6,287			
Tape Mounts	177,653	178,289	182,746	187,314
Job Setup	201,861	201,861	201,861	201,861
Disk Storage	411,767	442,649	475,848	511,537
Job Output	7,837	7,837	7,837	7,837
<b>LAN/Device Fee</b>	-			
<b>Fixed Function Term Conn.</b>	-			
Direct SNA Comp. Conn.	-	-	-	-
<b>Direct Access</b>	-			
Online Viewing	698	698	698	698
CICS	3,132,204	2,760,000	2,870,400	2,985,216
CICS Test	20,643	14,931	15,528	16,149
<b>Printing 2 part</b>	-			
<b>Overlays/Page Print</b>	27,576			
CMS-R22 Processor Prime	-	-	-	-
CMS-R22 Proc. Non-Prime	-	-	-	-
<b>CMS-Local Printing 1part</b>	-			
CMS-Tape Mounts	-	-	-	-
CMS-File Recovery	-	-	-	-
CMS-Disk Storage	6	6	6	6
<b>CMS-Job Print</b>	-			
Outbound E-Fax	-	-	-	-
Outbound Long Distance E-Fax	-	-	-	-
NT Application 2	4,680	12	12	12
Lotus Notes Apps Trans	4,003	10,006	10,006	10,006
Lotus Notes Storage	214	268	268	268
Accounting/Admin Support	-	-	-	-
Job Scheduler	-	-	-	-
Monthly Server Support	-	-	-	-
IT Support	-	-	-	-
Systems Prog/Senior	-	-	-	-
SWI Maintenance	-	-	-	-
AMC-Print Lines	-	-	-	-
IMS Training-Classes	-	-	-	-
IMS Training-Room Rental	-	-	-	-
Computer Paper/Ribbons/Misc	-	-	-	-

Nebraska Information Technology Commission  
 Project Proposal Form  
 Section VIII: Financial Analysis and Budget

Software License (SAS)	-	-	-	-
Tape Cartridge	9	2	2	2
Vendor Software	-	-	-	-
Secure ID Card	65	1	1	1
Contract/Programmer/PCLan	-	-	-	-
Westlaw Mo. Software	-	-	-	-
Direct Software Cost	237,526	-	-	-
Misc.	1,064	1,064	1,064	1,064

<b>Total</b>	<b>\$ 5,476,986</b>	<b>\$ 4,870,808</b>	<b>\$ 5,019,938</b>	<b>\$ 5,175,632</b>
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<b>Staff Cost</b>				
<b>Contractors</b>	<b>\$ 3,118,819</b>	<b>\$ 2,874,396</b>	<b>\$ 2,883,908</b>	<b>\$ 2,883,908</b>
<b>FTE</b>	<b>\$ 2,352,467</b>	<b>\$ 2,948,900</b>	<b>\$ 2,959,974</b>	<b>\$ 2,959,974</b>
<b>Total Staff Cost</b>	<b>\$ 5,471,286</b>	<b>\$ 5,823,295</b>	<b>\$ 5,843,882</b>	<b>\$ 5,843,882</b>

<b>DCS</b>	<b>\$ 210,684</b>	<b>\$ 210,684</b>	<b>\$ 210,684</b>	<b>\$ 210,684</b>
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<b>Sub Total</b>	<b>\$ 11,158,956</b>	<b>\$ 10,904,788</b>	<b>\$ 11,074,504</b>	<b>\$ 11,230,198</b>
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<b>HHS Budget Cost (only)</b>	<b>\$ 1,089,004</b>	<b>\$ 1,223,141</b>	<b>\$ 1,223,141</b>	<b>\$ 1,223,141</b>
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<b>IMService - IS &amp; T Grand Total</b>	<b>\$ 12,247,960</b>	<b>\$ 12,127,929</b>	<b>\$ 12,297,645</b>	<b>\$ 12,453,339</b>
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