IT Project Proposal Report - Detail
Agency: 016 - DEPT OF REVENUE
Budget Cycle: 2014 Deficit   Version: AF - AGENCY FINAL REQUEST

IT Project : Data Collection System

General Section

Contact Name :	Jerry Bauerkemper	**E-mail :**	Jerry.Bauerkemper@nebraska.gov	**Agency Priority :**	1
Address :	1313 Farnam Street	**Telephone :**	402-595-1974	**NITC Priority :**	
City :	Omaha			**NITC Score :**	
State :	Nebraska	**Zip :**	68022		

Expenditures

IT Project Costs	Total	Prior Exp	FY12 Appr/Reappr	FY14 Request	FY15 Request	Future Add
Contractual Services						
Design	100,000	0	0	100,000	0	0
Programming	0	0	0	0	0	0
Project Management	0	0	0	0	0	0
Data Conversion	0	0	0	0	0	0
Other	0	0	0	0	0	0
Subtotal Contractual Services	100,000	0	0	100,000	0	0
Telecommunications						
Data	0	0	0	0	0	0
Video	0	0	0	0	0	0
Voice	0	0	0	0	0	0
Wireless	0	0	0	0	0	0
Subtotal Telecommunications	0	0	0	0	0	0
Training						
Technical Staff	0	0	0	0	0	0
End-user Staff	0	0	0	0	0	0
Subtotal Training	0	0	0	0	0	0

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Expenditures

IT Project Costs	Total	Prior Exp	FY12 Appr/Reappr	FY14 Request	FY15 Request	Future Add
Other Operating Costs						
Personnnel Cost	0	0	0	0	0	0
Supplies & Materials	0	0	0	0	0	0
Travel	0	0	0	0	0	0
Other	0	0	0	0	0	0
Subtotal Other Operating Costs	0	0	0	0	0	0
Capital Expenditures						
Hardware	0	0	0	0	0	0
Software	0	0	0	0	0	0
Network	0	0	0	0	0	0
Other	0	0	0	0	0	0
Subtotal Capital Expenditures	0	0	0	0	0	0
TOTAL PROJECT COST	100,000	0	0	100,000	0	0

Funding

Fund Type	Total	Prior Exp	FY12 Appr/Reappr	FY14 Request	FY15 Request	Future Add
General Fund	0	0	0	0	0	0
Cash Fund	100,000	0	0	100,000	0	0
Federal Fund	0	0	0	0	0	0
Revolving Fund	0	0	0	0	0	0
Other Fund	0	0	0	0	0	0
TOTAL FUNDING	**100,000**	**0**	**0**	**100,000**	**0**	**0**
VARIANCE	**0**	**0**	**0**	**0**	**0**	**0**

IT Project: Data Collection System

EXECUTIVE SUMMARY:

The Nebraska Commission on Problem Gambling (NCPG)requests $100,000 to create a data collection system. This system will collect demographics and service utilization data for the Gamblers Assistance program and the Nebraska Problem Gambling Commission to identify outcomes for gambling treatment programs and individuals who seek help for gambling problems. This collection is also required by the Nebraska legislature.

The NCPG will contract with the an entity to create a confidential data base that includes:
- · Demographics of all clients in the Gamblers Assistance Program(GAP)
- · Ongoing utilization of all clients in the GAP
- · Discharge demographics of all clients in the GAP

The Data collected from this data collection system will benefit:
- · The programs who provide the service as an ongoing barometer of success
- · The Program administration in understanding length of stays, trends of clientele, special needs of clients, and outcomes for each client and each program
- · The Nebraska Legislature requires an annual report for all services in the GAP. This data collection system will provide the information required for this report
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The NCPG will look at trends of clients, successes of clients and programs, actual numbers of clients utilizing the GAP funds and the success percentage of each program in receipt of GAP funds

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

The development of the database will signify the outcome has been achieved. The collection of data will provide proof this onetime expenditure is complete

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

This is the comprehensive plan to date. This program recently moved from DHHS to the newly created Nebraska Commission on Problem Gambling. Prior to this move all data was collected by the data collection system managed by Magellan. This database was specifically designed for substance abusers and mental health consumers with only limited information collected for gambling clients. This limited the outcomes and the usefulness of the data collected. This database is being specifically designed for data collection for Disordered Gamblers (previously called pathological or problem gamblers).

Section 4: Project Justification / Business Case (25 Points)

1.   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).

This data collection system will be designed to measure success of the client and the program that provides services to the client. This system will be a onetime investment of $100,000 with an ongoing budget item of $3,500 for maintenance and upkeep. This data collection system enables the GAP to provide ongoing reports to stakeholders and the Nebraska Legislature as required in law.
Once built this system is built it will be ongoing. Current estimates for Magellan to continue the data collection with the changes needed to make it useful for outcome purposes far exceeds the development of this specific data collection system. Other comparable data collection systems used by other states would cost $48,000 a year with no ability to own the software.

2.   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.

Using the current DHHS Magellan system was rejected by the commission as it provide very few gambling specific questions needed to best evaluate the outcomes for the individual or the provider of services. This system was burdened with federally required questions that were neither relevant nor cost effective for this non federally funded program.

Other states systems were evaluated and the ongoing costs for the use of "their" software was enough that this one time expenditure requested would be much more cost effective in two years.
Should no data collection system dollars be allocated additional resources would be needed to cover the cost of utilizing other less effective options and the cost of these other less effective collection systems would cost more in the next five years than all costs for the development of the proposed system.

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

   The Nebraska legislature requires an annual report of the progress of the GAP program. The data collected will be the basis of this annual report.

Section 5: 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.**
The project replaces the use of the DHHS Magellan program. Software will be developed based on the needs of the Nebraska Commission on Problem Gambling outcomes that are being developed in anticipation of this project being funded.

Strengths of the project are:
  • **Development of a gambling specific data collection system**
  • **Reduction of paperwork required of providers of gambling treatment services (currently the Magellan system requires 52 pages of information to be gathered**

on gambling clients)
- **Outcome management is better determined by a gambling specific data collection system**
- **Data remains in Nebraska in a controlled environment with Nebraska Commission on Problem Gambling Commissioners who have expertise in retaining confidential information.**

Weaknesses are:
- **Ongoing maintenance is the responsibility of the GAP**
- **Other systems are available for use today and development will take time.**

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://nitc.ne.gov/standards/) and generally accepted industry standards.**
    - **Address the compatibility with existing institutional and/or statewide infrastructure.**

The data collection database developed will need to be confidential and flexible. The outcome questions will be evaluated and some changes will be required as the GAP program develops and the needs of the individuals accessing the program changes. This will most likely require additional database manipulation and ongoing costs. These additional costs can more easily be managed in-house as owners of the database software rather than outsourced to other data collection entities.

All confidentiality and federal standards will be met in creating this confidential website. The Nebraska Commission on Problem Gambling is well aware of the applicable technology standards and as part of a larger Nebraska IT network has access to all necessary individuals needed to conform with all requirements.

Section 6: 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.**

The NCPG has authorized the pursuit of additional funds for this project after exploring numerous options and costs. The Nebraska Commission on Problem Gambling has experience in development of database systems and confidentiality. The NCPG and its' designate will provide ongoing management of the project including development of the data fields and the ongoing budget management. The NCPG director has experience in budget management and project management.

10. List the major milestones and/or deliver-ables and provide a time-line for completing each.
    Upon passage of the Deficit spending appropriations the following steps will be accomplished:
    1. Creation of a team to develop the data fields needed to provide specific data needed for outcome measurement. This will be accomplished within 30 days of authorization

2.   Contracting with an entity or agency to create database. 60 days after authorization.
3.   Completion of database software. 120 days after authorization
4.   Testing of software with current provider of GAP services 150 days after authorization
5.   Complete use of software program 180 day after authorization

11. Describe the training and staff development requirements.
All GAP staff and all providers who will access the database will need to be trained after completion of the software. . It is anticipated only ongoing maintenance contracts will be
   needed and staff development will only be needed to identify potential problems for IT specialists will be required.

12. Describe the ongoing support requirements.
It is anticipated $3,500 in yearly IT support will be needed. This will be provided in the main GAP budget as the current budget has $25,000 in support currently budgeted.

Section 7: Risk Assessment (10 Points)

13. Describe possible barriers and risks related to the project and the relative importance of each.
Barriers to this project include:
   • Funding

14. Identify strategies which have been developed to minimize risks.
The GAP program currently has over $2,000,000 unauthorized funds in the account. Using this $100,000 provides no fiscal impact on the current GAP program or the overall
state general fund as this is a cash fund with ongoing revenues from the Lottery proceeds

GOALS, OBJECTIVES, AND OUTCOMES (15 PTS):

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Upon passage of the Deficit spending appropriations the following steps will be accomplished:
1. **Creation of a team to develop the data fields needed to provide specific data needed for outcome measurement. This will be accomplished within 30 days of authorization**
2. **Contracting with Dept. of Revenue or other agency to create database. 60 days after authorization.**
3. **Completion of database software. 120 days after authorization**
4. **Testing of software with current provider of GAP services 150 days after authorization**
5. **Complete use of software program 180 day after authorization**

PROJECT JUSTIFICATION / BUSINESS CASE (25 PTS):

1. 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).

This data collection system will be designed to measure success of the client and the program that provides services to the client. This system will be a onetime investment of $100,000 with an ongoing budget item of $3,500 for maintenance and upkeep. This data collection system enables the GAP to provide ongoing reports to stakeholders and the Nebraska Legislature as required in law.
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2. 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.

Using the current DHHS Magellan system was rejected by the commission as it provide very few gambling specific questions needed to best evaluate the outcomes for the individual or the provider of services. This system was burdened with federally required questions that were neither relevant nor cost effective for this non federally funded program.

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Should no data collection system dollars be allocated additional resources would be needed to cover the cost of utilizing other less effective options and the cost of these other less effective collection systems would cost more in the next five years than all costs for the development of the proposed system.

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

The Nebraska legislature requires an annual report of the progress of the GAP program. The data collected will be the basis of this annual report.

TECHNICAL IMPACT (20 PTS):

Section 5: 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. The project replaces the use of the DHHS Magellan program. Software will be developed based on the needs of the Nebraska Commission on Problem Gambling outcomes that are being developed in anticipation of this project being funded.

Strengths of the project are:
- Development of a gambling specific data collection system
- Reduction of paperwork required of providers of gambling treatment services (currently the Magellan system requires 52 pages of information to be gathered on gambling clients)
- Outcome management is better determined by a gambling specific data collection system
- Data remains in Nebraska in a controlled environment (Department of Revenue) who are experts in retaining confidential information

Weaknesses are:
- Ongoing maintenance is the responsibility of the GAP
- Other systems are available for use today and development will take time.

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.
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The data collection database developed will need to be confidential and flexible. The outcome questions will be evaluated and some changes will be required as the GAP program develops and the needs of the individuals accessing the program changes. This will most likely require additional database manipulation and ongoing costs. These additional costs can more easily be managed in-house as owners of the database software rather than outsourced to other data collection entities.

All confidentiality and federal standards will be met in creating this confidential website. The Department of Revenue is well aware of the applicable technology standards and as part of a larger Nebraska IT network has access to all necessary individuals needed to conform with all requirements.

PRELIMINARY PLAN FOR IMPLEMENTATION (10 PTS):

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.

The NCPG has authorized the pursuit of additional funds for this project after exploring numerous options and costs. The Department of Revenue has suggested use of their IT team to provide the development of this software. They will most likely provide this development. They have experience in development of database systems and confidentiality. The NCPG and its' designate will provide ongoing management of the project including development of the data fields and the ongoing budget management. The NCPG director has experience in budget management and project management.

10. List the major milestones and/or deliver-ables and provide a time-line for completing each.
   Upon passage of the Deficit spending appropriations the following steps will be accomplished:
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   5.   Complete use of software program 180 day after authorization

RISK ASSESSMENT (10 PTS):

The Nebraska Commission on Problem Gambling will complete this database in accordance with all confidentiallity and will provide an Request for proposals that will spell out all techical responsibilities of the contracted vendor. This RFP will be developed in conjuction with agency IT staff to insure all areas of technical requirements are met.

FINANCIAL ANALYSIS AND BUDGET (20 PTS):

After several conferences it was determined the needs of the program would require only minimal data to be collected. This data set has been drafted and the determined the cost would be at a maximum of $100,000. This budget would include development and programing of a minimal data set that would house less than 200 open cases at a time.

The Nebraska commission has up to $25,000 a year budgeted to improve on or continue to enhance the database once it is created. See budget as this is a one time database build.