ECONOMIC SERVICES ADMINISTRATION
Time and Attendance Interface

2015-17 BIENNIAL BUDGET

ML Request	FY15	FY16	FY17	15-17
FTE				
GF-State	TBD	TBD	TBD	TBD
Total				

DECISION PACKAGE SUMMARY

The Economic Services Administration (ESA) requests funding and FTEs in order to support the Department of Early Learning (DEL) in the development and implementation of a new Time and Attendance Billing and Payment System (TABS) for child care providers. By funding this request, ESA is expected to develop and implement systems changes and interfaces needed to support this new system. TABS is expected to improve the accuracy of child care subsidy payments.

PROBLEM STATEMENT

Stakeholders have identified ongoing concerns with the inability of the current child care systems and processes to make accurate child care authorizations, track child care attendance, and issue correct child care subsidy payments. RCW 43.215.560 required DEL and the Department of Social and Health Services (DSHS) to identify options to track subsidized child care attendance and to make recommendations to improve the accuracy and efficiency of the current child care eligibility system. Based on this work, DEL received funding to develop and implement an electronic attendance system.

In spring 2014, at the request of DEL, ESA began to assist in developing TABS. The new system is expected to include components for time and attendance and subsidy payments as well as for authorization and eligibility determinations. ESA costs and workload associated with supporting DEL in the development and implementation of the new system is expected to grow beyond ESA's ability to absorb the work within existing resources.

The DEL project timeline indicates that the new system will be implemented by July 31, 2015.

At a minimum, it is expected that the following DSHS systems will be impacted by the development of TABS:

- Automated Client Eligibility System (ACES)
- Barcode (Working Connections Authorization Program (WCAP))
- Social Service Payment System (SSPS), which currently processes child care subsidy payments
- Collection and Accounts Receivable System (CARS).

TABS is expected to have a unique identifier for clients who are also tracked in ACES and Barcode systems. It will be necessary to develop mechanisms to ensure these systems remain aligned.

A CARS interface would need to be developed to process overpayments and overpayment adjustments. SSPS data would also need to be converted and migrated to the new TABS system.

In addition, ESA eligibility staff are expected to need to work in TABS to document client eligibility and authorization for child care. ESA staff will need DEL to provide training and help desk functions on the new system.

PROPOSED SOLUTION

Because DEL has not yet identified system requirements, ESA cannot yet determine the full level of effort that will be required for development and implementation of the new system. For this reason, no cost estimate is provided at this time. However, it is anticipated that ESA will need funding and FTEs in order to support this effort.

EXPECTED RESULTS

The budget request supports DSHS Goal 5: Public Trust – Strong management practices will be used to ensure quality and efficiency.

This request supports the Results Washington goal to keep government efficient, effective, and accountable.

An electronic time, attendance and billing system will reduce errors and overpayments. Electronic billing will reduce errors caused by manually-calculated payments and also speed the payment process. Additional outcomes include: reduced use of United States Postal Service, historical and immediate accessibility to records, accurate attendance tracking, and accurate payments.

STAKEHOLDER IMPACT

A number of DSHS systems and other agencies and entities will be impacted by TABS, and may have concerns with the proposed changes once the business requirements of the new system are identified. Impacted stakeholders and systems include:

- ESA Information Technology Solutions (Automated Client Eligibility System, Barcode, Working Connections Automated Program, Document Management System , Administrative Hearing Control System, eJAS, Audit 99, Central Print, Washington Connection)
- DSHS Office of Fraud and Accountability
- DSHS Office of Financial Recovery
- DSHS Division of Child Support (SEMS)
- Office of Financial Management
- DSHS Background Central Check Unit
- DSHS Social Service Payment System