

ASSET 3.0 Update for C&I - 10/20/06

Background:

The CARES system was built in the early 90's by DHFS based on an 80's system built for the state of Florida. CARES mainframe technology is not as easy to use or maintain as current web-based solutions. Local partners have frequently complained about the lack of a user-friendly interface, the long learning curve, and numerous other CARES deficiencies in supporting employment programs adequately.

To address these concerns, a user-friendly, web-based system is needed to replace the Work Programs portions of CARES. Other state systems were investigated but they did not provide for integration of TANF and WIA. A significant re-structuring of CARES was investigated but proved to be too costly, did not provide an adequate foundation for integrated work programs case management, and did not offer a reasonably priced transition to current web technology.

The decision was made to enhance the existing ASSET system to include the functionality necessary to support all DWS work programs, including those programs now managed in the CARES Work Programs subsystem. This strategy will result in a single system supporting TANF, WIA, and other work program service delivery and allows for maximum reuse of existing automation that still has investment value.

CARES will continue as an Income Maintenance system and will continue to provide TANF eligibility determinations for ASSET. After a participant is determined eligible, information from CARES will be sent to ASSET and case management functions will be done in ASSET. Interfaces will be built between CARES and ASSET to facilitate data sharing and reduce duplicate data entry.

Benefits:

Better local agency support

- Enhanced case management functionality – for example:
 - An employability plan which will better reflect the various work programs
 - Enhanced ability to record and track assigned participant activities
- More time serving customers, less time entering data
- Shorter learning curve for new workers
- Workers will know more about each customer and how we are serving them
- More on-line availability than mainframe systems

Better customer service

- All work programs services managed via a single system
- Collaborative case management centered around the customer

Lower cost

- One work programs web tool will be cheaper than two
- Maintenance/enhancements installed faster and with more flexibility

Completed work:

W-2 Move Placements - Implemented June, 2006. Separated the business steps of placement and eligibility, allowing eligibility to occur first and placement to occur after the appropriate assessment of the customer's employability and services/training needs.

Business Value:

- Provides a more intuitive workflow for workers, leading to fewer errors and less uncertainty that the initial placement and payment are going to be issued correctly by the system.
- Reduces the number of times eligibility logic needs to be run in CARES.
- Reduces the number of errors which occur when a placement ends.
- Prepares the CARES eligibility logic to function correctly in the way that will support the ASSET 3.0 project.

Connect ASSET to Master Customer Index (MCI) - Implemented August, 2006. This project connected ASSET to the MCI, which is the existing enterprise solution for creation of a common identifier for individuals and for validation of social security numbers.

Business Value:

- Brings WIA reporting into compliance with Federal policy that requires validation of Social Security numbers.
- Facilitates the ASSET/CARES integration needed for ASSET 3.0. Use of the common identifier simplifies ASSET/CARES interfaces and data sharing.

Upcoming work for FY07:

W-2 Time Limit Tracking (Clocks) – A comprehensive review of the whole time limit tracking process to develop a better way to handle both State and Federal time limit tracking.

Business Value:

- Will improve the administratively burdensome process of time limit extensions.
- Will correct known issues in the existing time limit tracking process.
- Will lead to fewer errors when a placement ends.
- Information technology components will be developed which will be used when W-2 case management functions are moved to ASSET.

ASSET 2.8 – Enhancements to the ASSET employment plan, alerts, assessments, and services.

Business value:

- Enhanced functionality for employment plans, alerts, assessments, and services will be available for users of ASSET.
- Prepares ASSET for case management of additional work programs.

Future changes for ASSET 3.0:

- Add W-2/FSET/Children First/Refugee Employment & Training work program case management to ASSET
- Security and Admin structure enhancements
- Audit trail enhancements