DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

Agency Vision

All Arizonans who qualify receive timely DES services and achieve their potential.

Agency Mission

The Department of Economic Security makes Arizona stronger by helping Arizonans reach their potential through temporary assistance for those in need, and care for the vulnerable.

DE21022 - Return to Work Bonus Program

State of Arizona – Department of Economic Security (DES)

June 7, 2020

Presented by:

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Project Background:

- On May 13, 2021, Governor Doug Ducey and DES announced Arizona's Back to Work Program to help individuals transition from unemployment Insurance (UI) to a new job.

- One component of the Back to Work program is the Return to Work Bonus (RTWB) program.

- The program offers a one-time bonus of $2,000 to certain eligible individuals who return to work by September 6, 2021, at a full-time job or $1,000 for those working part-time.

- The bonus will be awarded to individuals who have stopped filing for unemployment insurance benefits and have worked for an employer for the required number of hours.

- The bonus will be offered on a first come, first serve basis. There are approximately 220,000 current Unemployment Insurance recipients who have the potential to qualify for the bonus.

Problem Statement:

- A PIJ is needed to cover the implementation costs for the Return To Work Bonus (RTWB) Program.

- System requirements include a website application and a case management system that will capture the applications, proof of employment hours, the eligibility determination, case documentation, communication, and payment issuance.

- It is estimated that the RTWB Program software will be needed for 6 months. The website and case management system will need to be operational by July 10, 2021, and the program has an estimated end date of December 2021.

Solution

Procurement:

Several options were investigated as part of the research done to determine the best course of action for supporting the RTWB program.

A stand-alone RTWB website/system would be ideal for Arizona:

- Facilitates the RTWB program completely without needing to integrate with other external vendors.

- Can receive information from existing systems to aid in the eligibility process to determine those individuals who meet the RTWB criteria.

- Needs to be highly configurable to meet Arizona's needs.

- Allows for integration of the application, the eligibility process, customer communication and payment issuance from one source.

- Has a reduced timeline to implement the solution compared to building something from scratch.

- Accenture, LLP is the selected vendor.

Solution

Technology

The proposed solution facilitates the intake, eligibility determination and payment file output for the Return To Work Bonus Program.

- Easily configurable and integrated

- Confidential PII, FTI, and PHI data resides in a SOC 2 and SOC 3 certified environment
    - Arizona DSA & SPO included

- Two system components: The **Reach Solution** is hosted in AWS with FEDramp Moderate controls. The **ServiceNow** solution is cloud-based and FEDramp compliant.

- Meets all Arizona Baseline Security Controls

- Potential future use for the possibility of extending the bonus program and/or Federal implementation of a similar program

Project Responsibilities

Agency

1. Project management
2. Guiding customization
3. Interface specifications
4. Validating system functionality
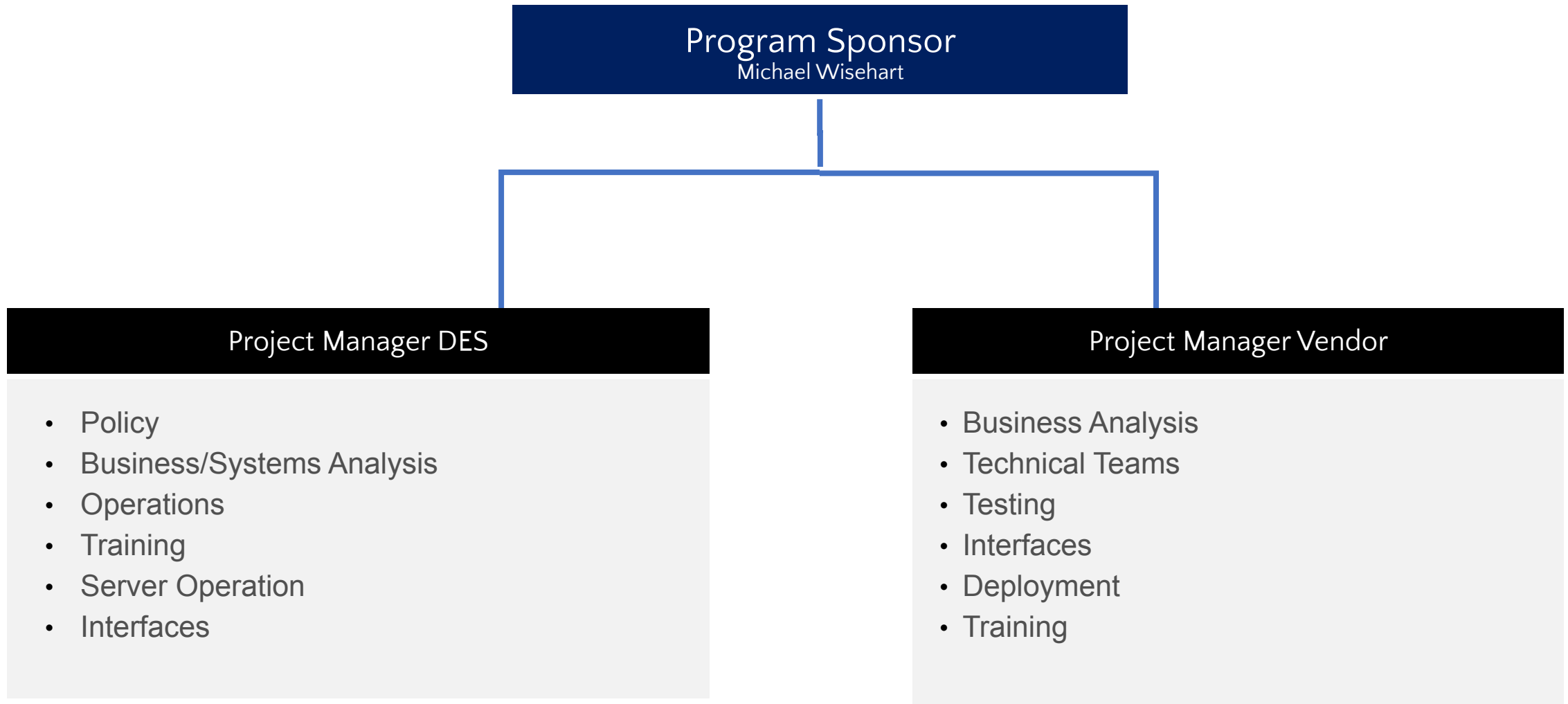5. User acceptance testing

Shared

1. Functional requirements decomposition
2. Requirements design meetings
3. Test case creation
4. Data conversion
5. Data reporting
6. Marketing
7. Training
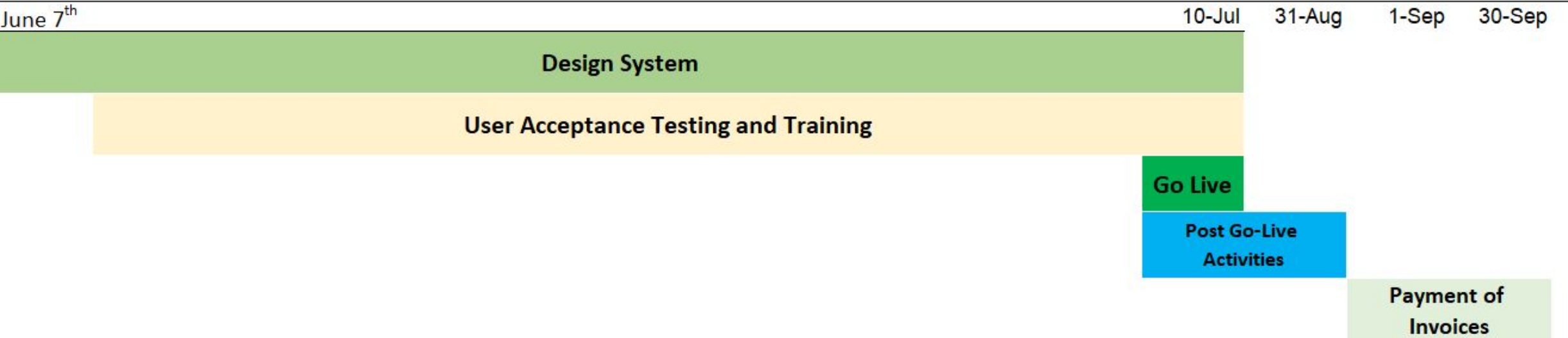8. Performance monitoring

Vendor/Contractor

1. Installation of software
2. Customization
3. Design documentation
4. Interface development
5. Train-the-trainer/training
6. Implementation
7. Data center environment

Project Structure

Program Sponsor
Michael Wisehart

Project Manager DES

- Policy
- Business/Systems Analysis
- Operations
- Training
- Server Operation
- Interfaces

Project Manager Vendor

- Business Analysis
- Technical Teams
- Testing
- Interfaces
- Deployment
- Training

Project Timeline

RETURN TO WORK BONUS PROGRAM SYSTEM TIMELINE

Project Costs

Project Costs by Category	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Professional & Outside Services (Contractors)	$735,000.00	$0.00	$0.00	$0.00	$0.00	$735,000.00
License & Maintenance Fees	$964,368.00	$0.00	$0.00	$0.00	$0.00	$964,368.00
Contingency	$84,968.40	$0.00	$0.00	$0.00	$0.00	$84,968.40
Total Development	$1,784,336.40	$0.00	$0.00	$0.00	$0.00	$1,784,336.40
Total Operational	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Total						$1,784,336.40

What Success Looks Like

Change Management

- The bonus program encourages UI recipients to seek/obtain employment

- Trained staff are knowledgeable and capable of addressing applicant's questions and completing the eligibility process

- Program implementation occurs timely and effectively

Measures of Success

- Fewer Unemployment Insurance recipients

- Eligible recipients receive the Return to Work Bonus

- Eligibility is determined accurately and bonus payments are paid timely.

- Program integrity is maintained with the use of fraud detection.

The PIJ DE21022 DES Return to Work Bonus (RTWB) Program is for cost to include:

- Design and development of a web portal and application system
- Licensing and Maintenance costs
- AWS Data Center hosting costs

The duration of the RTWB solution

- The program is estimated at 7 months.
- The PIJ period includes 1 month of development and post go-live support through 8/31/21. Three additional months were added for payment of invoices. The PIJ End Date is 11/30/21.

Q & A
Session