



### Concept Paper # \_\_\_\_\_

Presented to the Department of Administrative Services (DAS)

Date Prepared: \_\_\_06/29/12\_\_\_

Name of document to be reviewed:

*(Please check one item listed in the following two sections)*

Document for review and approval:

- Request for Proposal (RFP)
- Request for Service (RFS)
- Request for Quote (RFQ)
- Invitation to Qualify

- Sole Source Procurement
- Statement of Work
- Staff Augmentation
- Master Agreement Purchase

*NOTE: Sole source procurements will also need authorization from DAS Procurement for this type of purchase. Please also contact DAS Procurement at this location:*

<http://das.gse.iowa.gov/procurement/solesource%202010.pdf>

Document for review only:

Master Agreement

Request for Information (RFI)

Agency: IA Attorney General's Office-Crime Victim Assistance Division (CVAD)

**RFP Reference #:**

**Release Date:**

**This project is requesting IOWAccess funds:** Yes X      No \_\_\_

*NOTE: IOWAccess concept papers are to be sent to Wes Hunsberger ([Wes.Hunsberger@iowa.gov](mailto:Wes.Hunsberger@iowa.gov)) for an internal DAS review.*

**Expansion of existing project?**      Yes \_\_\_      No X

**Projected cost over \$50,000?**      Yes \_\_\_      No X (Planning phase analysis-\$)

**Projected agency staff hours over 750?**      Yes \_\_\_      No X (not for scope analysis phase)

**Project Cost, Funds and Funding Source:**

Please list the internal and external resources/costs for the purchase:

Internal Resources/Costs: CVAD will provide staff and staff time to support this project. We anticipate we will have to have a 2 hour meeting weekly during the 3 month planning analysis phase. Two management staff will participate in each of these meetings as well as partial participation from the individuals providing specific information about each of the processes we would like to upgrade (i.e. Restitution & Subrogation Coordinator, Victim Advocate, etc.).

External Resources/Costs: \$23,800 for DAS/ITE staff for planning phase analysis.

**Timelines:** August-October 2012, Planning Analysis Phase.

**Goal:**

To establish a centralized database and front end web application with Internet accessibility that would allow CVAD – CVC to do the following....

1. Training capabilities
2. Reporting capabilities
3. Electronic application and submission
4. Submission of grants, claims and supporting documents electronically
5. Database and electronic bill submission
6. Merger with I/3 to prevent duplication in data entry and invoicing for the CVC program.
7. IDPP tracking system with victim information
8. Tracking of sub-grantee performance outcomes
9. Restitution database-Allow for better collection efforts from offenders, as well as connections to the State Dept of Revenue for offset capabilities (tax refunds, etc.)

**Background:**

The Crime Victim Assistance Division currently administers 7 programs from our office; Crime Victim Compensation (CVC), Victim Services Support Program (VSS), Iowa Crisis Response Team (ICRT), Identity Theft Passport Program (IDPP), IowaVINE (Victim Information & Notification Everyday), Iowa Protective Order Notification for Domestic Abuse (IPONDA) and the Sexual Assault Examination program (SAE).

I would like to briefly explain how we serve the public through the CVC program we administer.

**CVC-** The crime victim compensation program was established in 1983 to help violent crime victims in Iowa, with the out of pocket expenses related to their victimization. The program can reimburse a victim for costs such as medical expenses, mental health counseling, lost wages, transportation to appointments/court, clothing and bedding held as evidence, dependent care expenses, residential security items, crime scene clean-up; and in the case of a homicide, funeral and burial expenses. On average, the program receives about 3,000 applications per year from crime victims in Iowa. The program reimburses victims about \$5-\$7 million dollars every year, due to crime related injuries.

Programs partially funded by the CVAD include 28 domestic abuse programs, 28 sexual abuse programs, 17 prosecutor-based victim witness coordinators, 1 teen victim program, 1 general violent crime program and 4 survivors of homicide victim programs. Also partially funded were 33 law enforcement agencies, 10 prosecutors, 1 statewide protective order notification system (IPONDA) and 6 state level, violence against women specialists.

Of the 7 programs we currently administer, only 3 of them are connected to our current operating system and our ability to provide adequate services are extremely limited and inefficient. Even though there are many common themes from program to program, our system is not reflective of those themes and our programs remain very disjointed. We lack many things that would be common in this day and age such as online reporting options, a shared database, web-based capacities, the ability for a victim or program to apply online, etc. We believe we could provide services to tens of thousands of crime victims in Iowa, as well as service providers, much more efficiently and effectively by upgrading our current technology.

### **Expected Results:**

What are the tangible and intangible benefits of this purchase for this agency and/or state government?

CVAD would be able to replace antiquated technology, thereby allowing us to provide services more efficiently to victims and victim service providers. It would also make our processes more efficient and would save on staff time as well as resource costs. Our programs would be more accessible to the public and those needing assistance. We would be able to save on travel and training costs, because CVAD would be able to provide more electronic trainings. Updated technology would allow CVAD a secure system with fewer worries about the potential for unauthorized dissemination of, or hacking of extremely private and confidential information. This system would prevent staff from having to duplicate work in several areas including but not limited to; the grant review process, claims processing, invoicing and paying claims, as CVAD could make connections to the State I/3 system that aren't currently in place.

In essence, this system would provide a centralized, fully-functional, web-based system that would be more accessible and user friendly for staff and for those CVAD serves. It would improve efficiency, provide cost and time savings, reduce errors.

By upgrading CVAD's current technology services could be provided such as:

10. Training capabilities
11. Reporting capabilities
12. Electronic application and submission
13. Submission of grants, claims and supporting documents electronically
14. Database and electronic bill submission
15. Merger with I/3 to prevent duplication in data entry and invoicing for the CVC program.
16. IDPP tracking system with victim information
17. Tracking of sub-grantee performance outcomes
18. Restitution database-Allow for better collection efforts from offenders, as well as connections to the State Dept of Revenue for offset capabilities (tax refunds, etc.)

Can these benefits be quantified in financial terms? If yes, please explain.

The reduction in duplication of Crime Victim Assistance Division staff efforts and time will allow that time and money to be spent in other ways to improve services to Iowa's crime victims and victim service providers.

I also believe with the increased focus and streamlining of our restitution process we could potentially collect at least 10% more of the outstanding restitution owed to our division. Our division is currently owed approximately \$2.3 million dollars in uncollected restitution. This could result in up to \$230,000 additional dollars put back into CVAD's budget, to be used for additional services for crime victims in Iowa.

How will you be more effective as a result of this purchase?

CVAD staff will use the web-based system to administer the CVC program. As well as the aforementioned reasons, the changes will allow staff to reduce duplication of work, save on the costs of printing and mailing and staff time and travel. It will allow CVAD to provide higher quality, more efficient services to thousands of crime victims in Iowa as well as Service Providers. CVAD will be able to better monitor the funds we administer, implement safeguards to eliminate human error in the claims reimbursement process, as well as track progress in a manner that can be used to justify additional future funding at the State and Federal levels. The upgrade would also provide more secure locations for very sensitive databases to prevent possible re-release of confidential information. Lastly, we can hold offenders more accountable for the restitution owed to the CVAD due to the commission of their crimes. CVAD will have better communication with County Attorneys as well as the courts; therefore allowing for more accountability at the local level to hold the offenders to the terms of their sentencing and restitution agreements.

How will service to your customers be enhanced as a result of this purchase?

All crime victims will receive quicker responses and reimbursements from the compensation program as it will streamline payment efforts and reduce redundancy in work practices. The system will also give crime victims more access to the program in that they will be able to apply online, instead of only in hard copy format. This should also allow the CVC program to target a younger population of victims that haven't always been accessible.

For victims of Identity Theft who submit applications through Law Enforcement, we will have a database allowing secure storage of their information. Currently there is no access to this information electronically, so only one individual in the office can access the information. Creating this web-based system would allow CVAD to provide higher quality customer service to these victims. It would also create the infrastructure to potentially connect to the Department of Transportation to share information in the future. This would provide yet another safeguard for ID theft victims from accidental arrest.

Volunteers around Iowa who are currently members of the Iowa Crisis Response Team would benefit in that we could keep a more accurate database of their contact information. We would be able to provide necessary continuing education opportunities and keep them aware of any cutting edge issues facing the field. When the ICRT is requested by a community, it would also allow for members to be notified quicker and more uniformly so the response to the community can be more timely.

**Testing and Acceptance:**

All testing and acceptance will be provided by a CVC Staff. See attached Test Plan documentation.

**Some of the Recipients of this Service:**

1. Crime victims in Iowa
2. Victim Service Providers (both non-profit organizations and county/state government)
3. Law enforcement officers
4. Victim Witness Coordinators
5. County Prosecutors
6. Crime Victim Assistance Division Staff

**Standards:**

See attached use case and requirements documentation

**Architecture:**

See attached design documentation

**Business Continuity / Disaster Recovery:**

N/A

**Recommendations from Joint Chief Information Officers/DAS IT Procurement Review Committee members:**

**NOTE:** Where applicable, all DAS GSE Procurement and IA Administrative Code 11-105 and 11-106 requirements and procedures are to be followed. Reference: <http://das.gse.iowa.gov/procurement/>, specifically: <http://das.gse.iowa.gov/procurement/adminrules/>.

Duplication recommendation from the JCIO to DAS (from 0 of 11 JCIO members):

- a) Is there duplication within Government? (Please identify duplication within your agency, as well as within the enterprise)
- b) Can an existing program be modified to address a new need?
- c) Do you have any similar program in existence?
- d) Have you sought IT procurements for similar programs in the past?
- e) Do you have purchasing documents for similar programs?
- f) Do you have similar purchasing documents that could be used as a starting point for this program?
- g) Is there anything you could provide that could assist the agency with this IT procurement?
- h) Are there alternatives available to the agencies?

**Recommendation of the JCIO to the DAS IT Procurement Review Committee:**

Authorize this IT procurement Yes \_\_\_ No \_\_\_  
Alternatives suggested by the JCIO Yes \_\_\_ No \_\_\_  
(see comments below)

Additional comments from JCIO members:

**Recommendation of the DAS IT Procurement Review Committee to the DAS Director:**

Authorize this IT procurement Yes \_\_\_ No \_\_\_  
Alternatives suggested by the committee Yes \_\_\_ No \_\_\_  
(see comments below)

Additional comments from committee members

COO-ITE/Date	Director, DAS/Date
 7/20/12	

Agency participation: Agency has agreed to pay for implementation costs.