Nomination detail for "Claim It Texas!"

Category: Digital Government, Government to Citizen

Website address of the project/application, or URL/address of screen shots or other project data:

ClaimItTexas.org

2. Date launched or revisions completed:

October 16, 2017

3. Provide a concise summary of the application or project.

The UP2 (Unclaimed Property gen 2) project is a combined product solution to both manage the Controller of Public Accounts (CPA) internal processing of unclaimed property, and also to provide an easy, modern way for the public to find lost accounts and other assets, and easily claim the money and property. Unclaimed Property can include uncashed checks, forgotten bank accounts, lost stocks and bonds and individual items found in safe deposit boxes. The project greatly improves the ability for the public to find and claim their property. The UP2 project uses current technology and a modern browser-based interface for both internal and public users. Over the years, CPA has returned over $2 billion dollars of unclaimed property to owners. The department currently holds over $4 billion dollars of unclaimed property.
The new system provides the following features:

- Simple user interface with browser based application delivery and an enhanced search function for more comprehensive self-service searches;
- Ability to upload claim documentation directly to ClaimitTexas.org. This includes integrated document management with option to email forms to claimants, owners and holders;
- Better mobile features that make it easier to search on smartphones and tablets;
- Significant improvements in automation for receipts, cash, and securities and tangible property processing and management;
- Detailed and integrated management system for tangible property received and managed by CPA; and
- Streamlined and secure management of securities through several connection points to external systems, including management of securities pricing and tracking, allowing system workflow to use the value of securities.

4. What business challenge were you trying to solve by implementing this project/ application/ Web presence?

Major challenges that CPA was trying to solve was having a comprehensive system that could manage and track properties and security transactions end to end. CPA also needed a self-service system that would allow claimants to upload documents and view status of their claims online in a user friendly way. The system also needed to have enhanced security, that allowed transactions to be tracked down to the role and user level. All confidential information needed to be masked and encrypted at rest.

5. Did the project/application/Web presence extend or replace an existing system? If yes, provide a concise description of what was accomplished.

The old Unclaimed Property system was written in PowerBuilder and COBOL with data stored on the mainframe. Technical expertise to support the system was very limited based on aging workforce. Overhead to support the old system was very extensive due to numerous technologies making up the environment. The old web interface was not very user friendly and was not 508 compliant.

6. How has the business process or service level been improved as a result of the project/application or website? Provide data that demonstrates this improvement.

The vendor, Kelmar, and CPA IT have been able to achieve 99.9% uptime since the new UP2 system has gone live. There is active monitoring and support for the system. Maintenance overhead has been reduced by 50%.

The business has been able to process double the number of claims processed using the new system. In addition, there is a comprehensive integration and workflow for all financial claims and transactions with internal and external data sources.

The major benefit to the new system is more secure data security. Data logging is tracked and sensitive data is masked to ensure confidential data is not exposed at any point in the processing of claims. Claims are processed more consistently, due to the automated claim workflow process. Statistics:
- In the four months following implementation, claims paid volume has increased from the prior year from 68,000 to 98,000 claims, an increase of 43%.

- In the four months following implementation, reports processed as increased from the prior period from 2,700 reports to 7,400 claims, an increase of 175%. A component of this increase was due to a backlog of reports processed immediately after the UP2 system implementation; a conscious decision was made to use the improved report processing tools in UP2 to process holder reports received near the implementation date.

7. What did the project/system cost in dollars, staff time or both, and what is the measurable return either to the government or its constituents in dollars, time savings or both? (may answer in percentages or a ratio rather than actual cost)

The project was implemented in approximately twelve months, meeting the schedule and budget under the contract. Total cost was $3.1Million.

Claims filed has increased 44% year-over-year since implementation, and paid claims have increased 43% year over year.

The 50% increase in auto-approved claims has resulted in significant savings in processing time for the department.

The department has reduced internal support costs with the savings of one FTE.
Claims since inception
- FY18 66,000 auto approvals (four months)
- FY17 47,700 auto approvals (full year)

Dollars claimed since inception
- FY18 - $520 million claimed (four months)
- FY18 - $73 million paid out (four months)
- FY17 - $280 million (full year)

8. Describe the technology used to create the application or website, including how well the entry meets the criterion for innovative use of technology and/or innovative approaches?

The UP2 system utilizes Java, HTML5, CSS3, JavaScript and Microsoft SQL Server. The application operates in all modern browsers, with no other software or plugins required, providing for easy client installation and configuration.

The new system uses current application development technology, with implementations of current APIs, system interfaces and web service calls.

9.Describe the features, functionality and benefits of the project/application or website. Include how well the entry meets the four components of the functionality criterion; usability, security, accessibility and privacy.

The UP2 system provides a modern accessible interface meeting the W3C standard WCAG 2.0. The public portion of the solution is developed using Responsive Design, allowing for easy access for phone and tablet users.

The modern interface is designed to help users become productive quickly, using common tools and interfaces they are already comfortable with, and use every day.

The system security model isolates the end user from the underlying data, allowing only users access to data they have been authorized to view and process. The security model provides for authentication and authorization, and protects against attacks such as session fixation, clickjacking, cross-site request forgery.

The UP2 system uses an innovative approach to work, presenting the user with the work to do next and provides a comprehensive workflow rules engine to ask the public customer for the information required to prove their claim, reducing the back and forth between the CPA. Claims

are processed consistently, and an integrated fast-track process with third-party authentication allows many claims to be immediately approved without any required documentation.

10. Who benefits from the use of this project/application or website?

All citizens in the State of Texas.

11. What was the projected usage rate and what is the current usage of the project/application or website and what is the population that is eligible to use it?

Population of Users - All individuals that have unclaimed property in the State of Texas can use UP2.
Projected Usage - 600,000 claimants per year, and 17,000 companies reporting unclaimed property.

12. What was the projected and actual for each of the following: development time, development cost (may answer in percentages or a ratio rather than actual cost), and launch date?

The project was delivered on time, and on budget. The project took approximately twelve months from contraction signing to system production.