Welcome & Speakers

• Session Objectives
  • Help grantees understand how to build and maintain data systems for CDBG-DR programs
  • Provide useful tips and best practices based on grantee experiences of what works

• Speakers
  • Mi Yang Kim, ICF
  • Matt Erchull, New York Governor’s Office of Storm Recovery
  • Pamela Mathews, Texas General Land Office
Agenda

• Best Practices in Data Collection and Systems Management
• Demonstration and Experience from:
  • New York
  • Texas
Best Practices
# Designing your System

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>What do you want/need the system to do?</td>
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<td>What is your budget after accounting for cost savings due to system implementation and automation?</td>
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<td>Who (e.g., grant admins or beneficiaries) and which agencies or departments (internal/external) are going to use the system?</td>
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<td>Which existing systems (e.g., local accounting), if any, will be replaced by, or linked to, the new system?</td>
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<td>What data will need to collected in the system for output, reporting, and distribution?</td>
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<td>How will the system improve program management, oversight, and efficiency?</td>
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Designing your System (cont.)

• System should be designed with the user and the program goals and requirements in mind
• Program, project, and staff needs should drive the system, not the other way around
• Develop a robust set of requirements that lead system design and development
• Development, operation, and maintenance costs *may* be eligible CDBG-DR admin expenses
Key System Features and Functionalities

• Customizable, flexible, and scalable to accommodate evolving program needs

• Grants management and data reporting (to ensure HUD compliance and meet reporting requirements)

• Integrate with other systems

• Create and manage user roles and privileges (access and permission)

• Information Security (PII) and data management

• Track operational and financial status of all projects and programs, including those run by partners (e.g. subrecipients, contractors)

• Cost reasonable to build and maintain (potential cost savings)
Understanding Programmatic Needs

- Does the system need to collect information from applicants and/or beneficiaries including application submission, status tracking, email and document exchange, access to resources, scheduling, etc.?

- Will subrecipients and sub grantees use the system, and in what capacity?

- Will the system serve as a grant management system and include complex task and process management?

- Will the system be utilized for reporting, analytics, and performance monitoring?

- Will the system contain a financial component, and if so, how will it interact with existing systems/processes?

- What resources are already available within the capacity of your state/agency infrastructure?
Understanding Constraints

• What existing resources are available to manage system selection, development, and implementation?
• What time constraints will your program be operating within?
• Are there existing State Agencies/Partners that can facilitate/provide for system infrastructure? (Information Technology/Information Systems)
• What are your cost constraints (for initial purchase, future changes, and ongoing maintenance)?
New York
Development of a Monitoring Friendly Interface

• While each individual program will have its own unique programmatic requirements, all systems of record should contain a monitor-friendly interface to allow for expedient review for HUD CPD and OIG
• The interface should outline programmatic review of eligibility, award and project implementation in a simple and concise format that is easy to follow
• Throughout the life of the program, systems should be dynamic and contain the ability to quickly adapt to feedback from monitoring entities
Agile Development

• Created Organizational Systems & Performance department which focuses on application development and management
• Serves as a liaison between NY State Information Technology / Information Systems, GOSR specific program areas, and agency partners such as contractors and vendors
• Closely coordinates with HUD CPD and OIG to develop comprehensive “HUD View” interfaces based on direct feedback from monitors
• Created consolidated checklist during HUD on-site monitoring visit to address feedback received
Organizational Systems & Performance

Proactively develops, maintains, and oversees software applications that align with GOSR’s strategic business needs, and cross functional operational requirements

• Regularly assesses the current state of individual systems, utilizing agile / short-burst development management to adapt to the dynamic programmatic needs
• Works closely with HUD CPD and the OIG to adapt system interfaces to streamline monitoring
OSP System Overview

- Multiple systems with a central core and consolidated management
Systems Management / Information Lifecycle

The needs of the system will adapt over time; consider future state even in early stages of system development

<table>
<thead>
<tr>
<th>Programmatic Function</th>
<th>Phase 1 (Current-State)</th>
<th>Phase 2 (Future-State)</th>
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<tbody>
<tr>
<td>Application Processing</td>
<td>- Reviews and evaluates applications</td>
<td>- Monitoring, Compliance &amp; Audits</td>
</tr>
<tr>
<td>Program Implementation</td>
<td>- Disbursement of funds</td>
<td>- Discard Documentation</td>
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<tr>
<td>Program Closeout</td>
<td>- Project completion confirmation</td>
<td>- Monitor projects/programs for ongoing compliance</td>
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<tr>
<td></td>
<td>- Program reports</td>
<td>- Support HUD in audits</td>
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<td></td>
<td>- Closeout documentation</td>
<td>- Once projects are complete and data has been retained for the necessary time, it should be discarded</td>
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<table>
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<tr>
<th>Key Deliversables</th>
<th>Phase 1 (Current-State)</th>
<th>Phase 2 (Future-State)</th>
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<tbody>
<tr>
<td></td>
<td>- Application Determination</td>
<td>- Closeout Checklist</td>
</tr>
<tr>
<td></td>
<td>- Application &amp; Supporting Documentation</td>
<td>- Closeout Confirmation</td>
</tr>
<tr>
<td></td>
<td>- Reports &amp; Evaluation</td>
<td>- Outstanding Issues and Audits Review</td>
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<tr>
<td></td>
<td>- Documentation Collection</td>
<td>- Results of program/project reviews</td>
</tr>
<tr>
<td></td>
<td>- Documentation</td>
<td>- Reviews of outstanding issues</td>
</tr>
<tr>
<td></td>
<td>- Collection</td>
<td>- Confirmation of discarding of documentation</td>
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Texas
Texas CDBG-DR Grant Management

- Texas General Land Office (GLO) is currently managing 6 open CDBG-DR Grants
- Our Older Grants (Hurricane Ike and Bastrop Wildfire) are being managed out of our Legacy system, T-RecS (Texas Recovery System)
- Our newer Grants (2015 and 2016 Floods, Hurricane Harvey) will be managed out of our new system, TIGR (Texas Integrated Grant Reporting)
T-RecS

• Requires user licenses for both internal and external users
• Has a hefty yearly maintenance fee
• Navigation is not intuitive, so it is hard to move around in the system
• Requires custom coding for any changes from the basic platform
  • Is complicated and cumbersome to update to newer versions
  • Is difficult to make changes to the system
  • Exceptions are harder to process
• Document retention is clunky and is difficult to search
TIGR

- Is built on Microsoft Dynamics with the Grant Management Plus plug-in
- Microsoft Dynamics is a Customer Relationship Management (CRM) system
- It requires fee based licenses for full time internal users, but does not require licenses for external with the use of a web portal
- Dynamics is highly configurable and thus has more flexibility than our current system
- Being a Microsoft product it has a familiar look and feel for the user and easy navigation
  - Microsoft search engine
- It also interacts with other Microsoft products
  - Office 365
  - SharePoint
Questions