



# COUNTY OF ERIE

**MARK C. POLONCARZ**

COUNTY EXECUTIVE

July 27, 2015

Erie County Legislature  
92 Franklin Street – Fourth Floor  
Buffalo, New York 14202

**IMMEDIATE CONSIDERATION REQUESTED**

**RE: Expansion of the Erie County Application Tracking System into HEAP and  
Emergency Temporary Assistance**

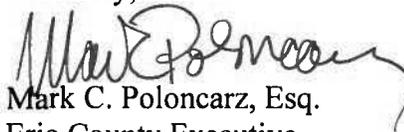
Dear Honorable Members:

This resolution authorizes the utilization of existing capital project funds for the expansion of the Erie County Application Tracking System (ECATS) into the Home Energy Assistance Program (HEAP) and Emergency Temporary Assistance. ECATS is a customized and configured version of the Microsoft CRM program. ECATS was implemented in the Temporary Assistance (TA), Supplemental Nutrition Assistance (SNAP) and Medicaid Programs in 2014. As it has in TA, SNAP and Medicaid, this software will result in faster processing, reduced wait time and better customer service, and will help the Department to meet established State deadlines for case determinations.

Erie County received a quote for this project from Microsoft, the company which originally designed the ECATS program, and solicited a price from nFrastructure, a technology company with a New York State Contract to provide this service. The price from nFrastructure was approximately 40 percent lower than Microsoft. The amount of this capital purchase will be \$199,800, and is eligible for Federal and State reimbursement. There is no additional local share to this request and there is no fiscal impact to the Adopted 2015 Budget.

Should your Honorable Body require further information, I encourage you to contact the Department of Social Services and the Division of Information and Support Services. Thank you for your consideration on this matter.

Sincerely,



Mark C. Poloncarz, Esq.  
Erie County Executive

cc: Al Dirschberger, Department of Social Services  
Mike Breeden, Division of Information and Support Services

## **MEMORANDUM**

**To:** Honorable Members of the Erie County Legislature  
**From:** Department of Social Services  
**Re:** Expansion of the Erie County Application Tracking System into HEAP and  
Emergency Temporary Assistance  
**Date:** July 27, 2015

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### **SUMMARY**

This resolution authorizes the utilization of existing capital project funds for the expansion of the Erie County Application Tracking System (ECATS) into the Home Energy Assistance Program (HEAP) and Emergency Temporary Assistance. It will authorize the County Executive to enter into a contract with nFrastructure for an amount not to exceed \$199,800; funding for which is currently available in SAP Project A.00253, 04 Mainframe Application/Data Migration.

### **FISCAL IMPLICATIONS**

There is no additional local share to this request and there is no fiscal impact to the Adopted 2015 Budget. Available capital project funding will be utilized and the project is eligible for federal reimbursement, thereby, reducing the local share to 50% of total project costs.

### **REASONS FOR RECOMMENDATION**

ECATS was implemented in the Temporary Assistance (TA), Supplemental Nutrition Assistance (SNAP) and Medicaid Programs in 2014. As it has in TA, SNAP and Medicaid, this software will result in faster processing, reduced wait time and better customer service, and will help the Department to meet established State deadlines for case determinations. Expanding ECATS to all benefit program areas will allow for improved tracking of client needs and will allow for future efficiencies.

### **BACKGROUND INFORMATION**

Erie County received a quote for this project from Microsoft, the company which originally designed the ECATS program, and solicited a price from nFrastructure, a technology company with a New York State Contract to provide this service. The price from nFrastructure was approximately 40 percent lower than Microsoft.

### **CONSEQUENCES OF NEGATIVE ACTION**

HEAP and Emergency Temporary Assistance will continue to use inefficient processes. Future enhancements to the software will be less practical because client data will continue to be stored in several other computer databases.

### **STEPS FOLLOWING APPROVAL**

A contract will be executed and development will commence.

A RESOLUTION SUBMITTED BY:  
DEPARTMENT OF SOCIAL SERVICES

RE: Expansion of the Erie County Application Tracking System into HEAP and Emergency Temporary Assistance

WHEREAS, this resolution authorizes the utilization of capital project funds for the expansion of the Erie County Application Tracking System (ECATS) into the Home Energy Assistance Program (HEAP) and Emergency Temporary Assistance; and

WHEREAS, ECATS was implemented in the Temporary Assistance (TA), Supplemental Nutrition Assistance (SNAP) and Medicaid Programs in 2014; and

WHEREAS, this software resulted in faster processing, reduced wait time and better customer service in those program areas, and helped the Department meet established State deadlines for case determinations; and

WHEREAS, the Department determined it would be able to gain similar efficiencies if ECATS was expanded into the HEAP and Emergency Temporary Assistance programs; and

WHEREAS, Erie County received a quote for this project from Microsoft, the company which originally designed the ECATS program, and solicited a price from nFrastructure, a technology company with a New York State Contract to provide this service; and

WHEREAS, the price from nFrastructure was approximately 40 percent lower than Microsoft; and

WHEREAS, the amount of this capital purchase will be \$199,800, and this system will take advantage of the previous development of ECATS into TA, SNAP and Medicaid, as well as the previous multi-million dollar investments in imaging and desktop hardware architecture currently in place in Department eligibility offices; and

WHEREAS, existing Capital Project funding is available and will be utilized. This Project is eligible for federal reimbursement, thereby, reducing the local share to 50% of total project costs; and

WHEREAS, there is no additional local share to this request and there is no fiscal impact to the Adopted 2015 Budget.

NOW, THEREFORE, BE IT

RESOLVED, that the County Executive is hereby authorized to contract with nFrastructure in an amount not to exceed \$199,800; funding for which is currently available in SAP Project A.00253, 04 Mainframe Application/Data Migration; and be it further

RESOLVED, that the Comptroller's Office is authorized to make payment for all contractual expenses as outlined above from said project; and be it further

RESOLVED, that certified copies of this resolution shall be forwarded to the County Executive, the Commissioner of Social Services, Division of Information and Support Services, the Erie County Comptroller, the County Attorney, and the Director of the Division of Budget and Management.