

BUDGET ENTITY	D3A ISSUE CODE	COLUMN NUMBERS	CODE	ERROR MESSAGE	PAGE
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THERE WERE 0 ERRORS DETECTED

COL A12		COL A14		COL A15		COL A16		COL A14-A12		CODES
AGY FIN REQ FY 2023-24	POS	AGY AMD REQ FY 2023-24	POS	AGY AMD N/R FY 2023-24	POS	AGY AMD ANZ FY 2023-24	POS	AGY AMD REQ FY 2023-24 OVER(UNDER)	AGY FIN REQ FY 2023-24	
AMOUNT		AMOUNT		AMOUNT		AMOUNT		AMOUNT	AMOUNT	
FINANCIAL SERVICES										43000000
PRG: CHIEF FIN OFFICER/ADM										43010000
EXECUTIVE DIR/SUPPORT SVCS										43010100
PUBLIC PROTECTION										12
CONSUMER SAFETY/PROTECTION										1205.00.00.00
PROGRAM ISSUES										4000000
ADDITIONAL FUNDING FOR THE MY										
SAFE FLORIDA HOME PROGRAM										4000040
SPECIAL CATEGORIES										100000
G/A-MSFHP/HUR MITIG GRANTS										101661
GENERAL REVENUE FUND		-STATE		100,000,000		100,000,000		100,000,000		1000 1

AGENCY ISSUE NARRATIVE:

2023-2024 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

Amended 2023-24 Narrative after February 8, 2023

This issue requests an additional 100,000,000 authority in the Grants and Aids/My Safe Florida Home Program Hurricane Mitigation Grants category in the General Revenue fund.

In May of 2022, the Florida Legislature reinitiated the My Safe Florida Homes (MSFH) program in Senate Bill 2-D, 2022-268 Laws of Florida. This is a program which was previously operated within the Department of Financial Services between 2006 and 2009.

The legislation provided budget authority of 150 million from the General Revenue Fund to the Department for the MSFH program. Of this amount, 115,000,000 was appropriated for hurricane mitigation grants. Homeowners who meet requirements may be eligible to receive up to \$10,000 in matching grant funds for the actual cost of qualifying home hurricane mitigation projects. These projects include: reinforcement of roof-to-wall connections, install secondary water resistance to roof, upgrade room covering, improve the strength of roof deck attachments, exterior door upgrades, garage door upgrades, and window upgrades.

The department anticipates the authority of 115,000,000 provided in the initial legislation will be exhausted within the first year of the program. The intent of the funding is to assist homeowners in mitigating their home against future wind damage and assisting with mitigation work that would result in homeowners being eligible for insurance premium discounts. Without additional grant funding, the statewide impact of the project will be significantly limited to such an extent as to be of little value to the Legislature's stated intent.

Summary: This is a new issue.

	COL A12	COL A14	COL A15	COL A16	COL A14-A12	
	AGY FIN REQ	AGY AMD REQ	AGY AMD N/R	AGY AMD ANZ	AGY FIN REQ	
	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	
	POS	AMOUNT	POS	AMOUNT	POS	AMOUNT
						CODES
FINANCIAL SERVICES						43000000
PRG: CHIEF FIN OFFICER/ADM						43010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>						43010100
PUBLIC PROTECTION						12
<u>CONSUMER SAFETY/PROTECTION</u>						<u>1205.00.00.00</u>
PROGRAM ISSUES						4000000
DEPARTMENT OF FINANCIAL SERVICES						
ANTI-FRAUD CAMPAIGN						4000410
SPECIAL CATEGORIES						100000
CONTRACTED SERVICES						100777
GENERAL REVENUE FUND -STATE		3,000,000			3,000,000	1000 1

AGENCY ISSUE NARRATIVE:
 2023-2024 BUDGET YEAR NARRATIVE: IT COMPONENT? NO
 Amended 2023-2024 Narrative after February 8, 2023

This issue requests 3,000,000 in authority from the General Revenue Fund.
 The Department of Financial Services is requesting 3,000,000 in authority from the General Revenue Fund, for the purpose of funding public awareness and education advertising relating to insurance fraud and alternative dispute resolution programs offered by the Department of Financial Services.

Summary: This is a new issue.

TOTAL: CONSUMER SAFETY/PROTECTION						<u>1205.00.00.00</u>
BY FUND TYPE						
GENERAL REVENUE FUND.....		103,000,000	100,000,000		103,000,000	1000

COL A12		COL A14		COL A15		COL A16		COL A14-A12		CODES
AGY FIN REQ FY 2023-24	POS	AGY AMD REQ FY 2023-24	POS	AGY AMD N/R FY 2023-24	POS	AGY AMD ANZ FY 2023-24	POS	AGY AMD REQ FY 2023-24 OVER(UNDER)	AGY FIN REQ FY 2023-24	
AMOUNT		AMOUNT		AMOUNT		AMOUNT		AMOUNT	AMOUNT	

FINANCIAL SERVICES	43000000
PRG: CHIEF FIN OFFICER/ADM	43010000
<u>INFORMATION TECHNOLOGY</u>	43010300
GOV OPERATIONS/SUPPORT	16
<u>INFORMATION TECHNOLOGY</u>	<u>1603.00.00.00</u>
PROGRAM REDUCTIONS	33V0000
VACANT POSITION REDUCTIONS	33V1620
SALARIES AND BENEFITS	010000

3.00- 3.00-

AGENCY ISSUE NARRATIVE:
 2023-2024 BUDGET YEAR NARRATIVE: IT COMPONENT? YES
 Amended 2023-24 Narrative after February 8, 2023

THIS ISSUE IS REQUESTING TO REDUCE 8 POSITIONS, THROUGHOUT THE DEPARTMENT, WHICH HAVE BEEN VACANT FOR OVER 365 DAYS.

Summary: This is a new issue.

POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A14 - AGY AMD REQ FY 2023-24							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
P101 PROPOSED CLASS CODE							
C0001 001	3.00-					0.00	
TOTALS FOR ISSUE BY FUND	3.00-						

COL A12	COL A14	COL A15	COL A16	COL A14-A12	
AGY FIN REQ FY 2023-24	AGY AMD REQ FY 2023-24	AGY AMD N/R FY 2023-24	AGY AMD ANZ FY 2023-24	AGY AMD REQ FY 2023-24 OVER(UNDER)	AGY FIN REQ FY 2023-24
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT
FINANCIAL SERVICES					43000000
PRG: CHIEF FIN OFFICER/ADM					43010000
<u>INFORMATION TECHNOLOGY</u>					43010300
<u>GOV OPERATIONS/SUPPORT</u>					16
<u>INFORMATION TECHNOLOGY</u>					<u>1603.00.00.00</u>
AGENCY-WIDE INFORMATION TECHNOLOGY					3620000
TELEPHONE AND CONTACT CENTER					
REFRESH					36207C0
EXPENSES					040000
ADMINISTRATIVE TRUST FUND -STATE	1	1,337,556			1,337,555 2021 1

AGENCY ISSUE NARRATIVE:
 2023-2024 BUDGET YEAR NARRATIVE:
 CONTINUATION ISSUE

IT COMPONENT? YES

In Fiscal Year 2022-23 the department requested 1,500,000 in nonrecurring budget authority for the transition to a cloud-centric telephone and contact center services, phone headsets and professional services needed to replace the impending obsolete on-premises infrastructure. An additional 1,700,000 in recurring budget authority was requested to cover the annual increase of support and maintenance for the updated phone system. The total issue was appropriated with nonrecurring budget authority enabling the department to migrate and subscribe to the cloud-based phone and contact center service. The department is actively working with the Department of Management Services (DMS) on the vendor selection process. This process will yield an exact cost for the new cloud-based phone and contact center services. Once a vendor is selected, the project will commence with discovery, implementation, and migration of the on-premises services to the cloud which will take several months.

This issue requests a \$1 placeholder for recurring budget authority to support the additional recurring cost of the new cloud-based phone and contact service using the SUNCOM Communication Services contract. The placeholder is requested until a vendor is selected in December 2022 and the recurring cost of the contract is known.

There are 14 divisional contact center groups (e.g., Consumer Services) set up to handle a large volume of phone calls, especially for managing cases and providing customer support services. Without this recurring appropriation the department will not be able to continue subscribing the telephone and contract center services provided by DMS.
 Amended 2023-24 Narrative after February 8, 2023

The department has determined the actual costs of the issue.

The Department is requesting \$1,337,556 in recurring expense budget authority to support continuing costs of the new cloud-based phone and contact service using the SUNCOM Communication Services contract.

In Fiscal Year 2022-23 the department was appropriated \$3,200,000 in nonrecurring budget authority to competitively

COL A12		COL A14		COL A15		COL A16		COL A14-A12		CODES
AGY FIN REQ FY 2023-24	POS AMOUNT	AGY AMD REQ FY 2023-24	POS AMOUNT	AGY AMD N/R FY 2023-24	POS AMOUNT	AGY AMD ANZ FY 2023-24	POS AMOUNT	AGY AMD REQ FY 2023-24 OVER(UNDER)	AGY FIN REQ FY 2023-24	
FINANCIAL SERVICES										43000000
PRG: CHIEF FIN OFFICER/ADM										43010000
INFORMATION TECHNOLOGY										43010300
GOV OPERATIONS/SUPPORT										16
INFORMATION TECHNOLOGY										<u>1603.00.00.00</u>
AGENCY-WIDE INFORMATION TECHNOLOGY										3620000
TELEPHONE AND CONTACT CENTER										
REFRESH										36207C0

procure a vendor using the SUNCOM Communication Services contract and transition to a cloud-centric telephone and contact center.

The current VOIP system costs the department approximate \$700,000 annually. Each budget entity in the department is billed based on the number of switches and phone units. The department will decrease the budget in contractual services in the various budget entities during the FY 2024-25 legislative budget request. This will ensure the transition from the old system to the new system will be smooth and uneventful.

The new system will be replacing the Department's Cisco Unified Contact Center which is end of service, and support of various hardware components will subsequently elapse including office and contact center phones which support 14 contact center groups.

Summary: Actual Cost \$1,337,556

INFORMATION TECHNOLOGY CONTRACTUAL										
PRICE INCREASES										36211C0
EXPENSES										040000
ADMINISTRATIVE TRUST FUND -STATE										10,000
=====										10,000- 2021 1
SPECIAL CATEGORIES										100000
CONTRACTED SERVICES										100777
ADMINISTRATIVE TRUST FUND -STATE										165,000
=====										165,000- 2021 1
TOTAL: INFORMATION TECHNOLOGY CONTRACTUAL										36211C0
PRICE INCREASES										
TOTAL ISSUE.....										175,000
=====										175,000-

COL A12	COL A14	COL A15	COL A16	COL A14-A12	COL A14-A12	COL A14-A12	COL A14-A12	COL A14-A12	COL A14-A12	COL A14-A12	COL A14-A12	COL A14-A12
AGY FIN REQ	AGY AMD REQ	AGY AMD N/R	AGY AMD ANZ	AGY AMD REQ	AGY FIN REQ	AGY AMD REQ	AGY FIN REQ	AGY AMD REQ	AGY FIN REQ	AGY AMD REQ	AGY FIN REQ	AGY AMD REQ
FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS
FINANCIAL SERVICES											43000000	
PRG: CHIEF FIN OFFICER/ADM											43010000	
INFORMATION TECHNOLOGY											43010300	
GOV OPERATIONS/SUPPORT											16	
INFORMATION TECHNOLOGY											1603.00.00.00	
AGENCY-WIDE INFORMATION TECHNOLOGY											3620000	
INFORMATION TECHNOLOGY CONTRACTUAL												
PRICE INCREASES											36211C0	

AGENCY ISSUE NARRATIVE:
 2023-2024 BUDGET YEAR NARRATIVE:
 CONTINUATION ISSUE

IT COMPONENT? YES

This issue requests recurring budget authority in expenses and contracted services for contractual price increases. The Office of Information Technology (OIT) relies on a portfolio of approximately 140 contracts that supply a wide range of resources necessary to maintain, develop, and administer Information Technology (IT) services. Some are day-to-day tools used by employees (e.g., Microsoft Office) while others support the backend functions of department applications and technical operations (e.g., Oracle, ADATABASE, SQL Server, etc.). The IT services they provide and/or support are critical for the department, the Offices of Financial Regulation (OFR) and Insurance Regulation (OIR), and the entire Florida government enterprise (e.g., through FLAIR).

The renewal of these contracts will provide continued service delivery that includes, but is not limited to hardware, software, firmware, programs, services, systems, networks, data, infrastructure, media, facilities, maintenance, and related material used to automatically, electronically, and wirelessly communicate or disseminate information of any kind or form.

The Office of Information Technology (OIT) submitted a Legislative Budget Request for this same purpose for Fiscal Year 2022-23 and received an additional recurring appropriation of 817,380 in the Information Technology budget entity, and a recurring appropriation the Information Technology-FLAIR Infrastructure budget entity. The Fiscal Year 2022-23 appropriations were sufficient to cover the cost increases from prior years.

This issue is for additional contract increases the OIT will see during the next fiscal year. An analysis of the cost increases for both budget entities is available upon request. The Fiscal Year 2022-2023 contract increases are as follows and will be split between the IT budget entity (175K) and the FLAIR budget entity (475K):

- BMC Maintenance +\$44,948
- Cisco Maintenance +\$25,489
- Dell Server/Storage Maintenance +\$25,398
- EasyRemine Subscription +\$10,570
- IBM Software Maintenance +\$311,849
- MyFloridaNet-2 (MFN-2) +\$15,800
- Remaining contracts: \$215,946

	COL A12	COL A14	COL A15	COL A16	COL A14-A12	
					AGY AMD REQ	
					FY 2023-24	
					OVER(UNDER)	
	AGY FIN REQ	AGY AMD REQ	AGY AMD N/R	AGY AMD ANZ	AGY FIN REQ	
	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS
						AMOUNT
						CODES

FINANCIAL SERVICES 43000000
 PRG: CHIEF FIN OFFICER/ADM 43010000
 INFORMATION TECHNOLOGY 43010300
 GOV OPERATIONS/SUPPORT 16
 INFORMATION TECHNOLOGY 1603.00.00.00
 AGENCY-WIDE INFORMATION TECHNOLOGY 3620000
 INFORMATION TECHNOLOGY CONTRACTUAL
 PRICE INCREASES 36211C0

Total: \$650,000
 Amended 2023-24 Narrative after February 8, 2023

Agency has removed this issue from consideration.

CUSTOMER RELATIONSHIP MANAGEMENT							
SOFTWARE STRATEGY							36230C0
EXPENSES							040000
ADMINISTRATIVE TRUST FUND -STATE		679,680	679,680		679,680	2021	1
SPECIAL CATEGORIES							100000
CONTRACTED SERVICES							100777
ADMINISTRATIVE TRUST FUND -STATE	1	6,250,775	6,250,775		6,250,774	2021	1
TOTAL: CUSTOMER RELATIONSHIP MANAGEMENT							36230C0
SOFTWARE STRATEGY							
TOTAL ISSUE.....	1	6,930,455	6,930,455		6,930,454		

AGENCY ISSUE NARRATIVE:
 2023-2024 BUDGET YEAR NARRATIVE: IT COMPONENT? YES
 CONTINUATION ISSUE

This issue requests a \$1 placeholder for recurring budget authority to implement the department's Customer Relationship Management software strategy for consolidation and modernization. The department was appropriated 450,000 in FY 2022-2023 to obtain a third-party feasibility study to assess the current state of the department's customer relationship management (CRM) software and provide a recommended strategy for consolidation and modernization. Proviso requires that the department shall provide a copy of the study to the Executive Office of the Governor's Office of Policy and Budget, the chair of the Senate Committee on Appropriations, and the chair of the House of Representatives Appropriations

COL A12	COL A14	COL A15	COL A16	COL A14-A12	COL A14-A12	COL A14-A12	COL A14-A12	COL A14-A12	COL A14-A12	COL A14-A12	COL A14-A12	COL A14-A12
AGY FIN REQ	AGY AMD REQ	AGY AMD N/R	AGY AMD ANZ	AGY FIN REQ	AGY FIN REQ	AGY FIN REQ	AGY FIN REQ	AGY FIN REQ	AGY FIN REQ	AGY FIN REQ	AGY FIN REQ	AGY FIN REQ
FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS
FINANCIAL SERVICES												43000000
PRG: CHIEF FIN OFFICER/ADM												43010000
<u>INFORMATION TECHNOLOGY</u>												43010300
<u>GOV OPERATIONS/SUPPORT</u>												16
<u>INFORMATION TECHNOLOGY</u>												<u>1603.00.00.00</u>
AGENCY-WIDE INFORMATION TECHNOLOGY												3620000
CUSTOMER RELATIONSHIP MANAGEMENT												
SOFTWARE STRATEGY												36230C0

Committee by March 1, 2023. The placeholder is requested until the study is completed and the actual recurring cost is known.

The request for quote (RFQ) was posted on September 7, 2022, with vendor responses due by September 20, 2022, and an anticipated start date of October 24, 2022. The current system is on end-of-life software and cannot get mainstream support from the software manufacturer. The Office of Information Technology will continue to run the current system on unsupported software which poses a risk should there be a security vulnerability and/or a system problem, which could cause a permanent outage for the system.
 Amended 2023-24 Narrative after February 8, 2023

The third-party feasibility study to assess the current state of the department's customer relationship management (CRM) software is complete and actual costs have been determined.

This issue requests nonrecurring budget authority to implement the department's Customer Relationship Management (CRM) software strategy for consolidation and modernization.

The Florida Department of Financial Services Department of Consumer Services (DCS) proactively educates and assists Florida's insurance and financial consumers through responsive, professional, and innovative services. During the past year, DCS assisted more than 974,000 Floridians with insurance and financial issues. Assistance is provided primarily through the statewide toll-free helpline, the DCS website, email, and direct mail correspondence. The DCS Company Complaint Response System (CCRS) and Online Helpline help to streamline the correspondence process to provide prompt service to consumers. DCS is responsible for reporting potential regulatory violations to the appropriate regulators. From July 2020 through June 2021, the Division sent a total of 2,277 regulatory referrals to the Divisions of Insurance Agent & Agency Services, Investigative & Forensic Services, and the Office of Insurance Regulation. Monitoring these regulatory referrals allows DCS to identify trends or potential issues regarding specific insurance companies, insurance agents, or state agencies. DCS is proactive in its commitment to consumers using data analysis and consumer educational interactions to assist Floridians with receiving the full benefit of their insurance contracts.

The Department is requesting \$6,930,455 of non-recurring funding for the first year of a multi-year project to replace the Department's Customer Relationship Manager (CRM) solution. The first-year funding will include costs for project planning, support, services and software needed to meet the requirements.

DCS currently leverages a CRM solution, Oracle Siebel (ServicePoint), a technology implemented in the early 2000s, to support its business processes. The current system collects data and information that DCS receives from citizens and information provided back that include answers to inquiries, acceptance, and resolution of complaints, and referrals for

COL A12		COL A14		COL A15		COL A16		COL A14-A12		CODES
AGY FIN REQ FY 2023-24	POS AMOUNT	AGY AMD REQ FY 2023-24	POS AMOUNT	AGY AMD N/R FY 2023-24	POS AMOUNT	AGY AMD ANZ FY 2023-24	POS AMOUNT	AGY AMD REQ FY 2023-24 OVER(UNDER)	AGY FIN REQ FY 2023-24	

FINANCIAL SERVICES										43000000
PRG: CHIEF FIN OFFICER/ADM										43010000
<u>INFORMATION TECHNOLOGY</u>										43010300
GOV OPERATIONS/SUPPORT										16
<u>INFORMATION TECHNOLOGY</u>										<u>1603.00.00.00</u>
AGENCY-WIDE INFORMATION TECHNOLOGY										3620000
CUSTOMER RELATIONSHIP MANAGEMENT										
SOFTWARE STRATEGY										36230C0

investigation. The current Siebel ServicePoint solution is at the end-of-life, and, is no longer supported in its current version. Given the organization's customizations, there is not a viable upgrade path to the newest version of Siebel, putting the support of these important consumer services at risk.

Summary: Actual Costs \$6,930,455

TOTAL: INFORMATION TECHNOLOGY										<u>1603.00.00.00</u>
BY FUND TYPE										
TRUST FUNDS.....	175,002	3.00-	8,268,011	6,930,455		3.00-	8,093,009	2000		
	=====		=====	=====		=====	=====			

COL A12		COL A14		COL A15		COL A16		COL A14-A12		CODES
AGY FIN REQ FY 2023-24	POS	AGY AMD REQ FY 2023-24	POS	AGY AMD N/R FY 2023-24	POS	AGY AMD ANZ FY 2023-24	POS	AGY AMD REQ FY 2023-24 OVER(UNDER)	AGY FIN REQ FY 2023-24	
AMOUNT		AMOUNT		AMOUNT		AMOUNT		AMOUNT	AMOUNT	

FINANCIAL SERVICES										43000000
PRG: CHIEF FIN OFFICER/ADM										43010000
INFO TECHNOLOGY - FLAIR										43010500
GOV OPERATIONS/SUPPORT										16
INFORMATION TECHNOLOGY										<u>1603.00.00.00</u>
PROGRAM REDUCTIONS										33V0000
VACANT POSITION REDUCTIONS										33V1620
SALARIES AND BENEFITS										010000

1.00-

1.00-

AGENCY ISSUE NARRATIVE:

2023-2024 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

Amended 2023-24 Narrative after February 8, 2023

THIS ISSUE IS REQUESTING TO REDUCE 8 POSITIONS, THROUGHOUT THE DEPARTMENT, WHICH HAVE BEEN VACANT FOR OVER 365 DAYS.

Summary: This is a new issue.

POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A14 - AGY AMD REQ FY 2023-24							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
P101 PROPOSED CLASS CODE							
C0001 001	1.00-					0.00	
TOTALS FOR ISSUE BY FUND	1.00-						

	COL A12	COL A14	COL A15	COL A16	COL A14-A12	
					AGY AMD REQ	
					FY 2023-24	
					OVER(UNDER)	
	AGY FIN REQ	AGY AMD REQ	AGY AMD N/R	AGY AMD ANZ	AGY FIN REQ	
	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	CODES
FINANCIAL SERVICES						43000000
PRG: CHIEF FIN OFFICER/ADM						43010000
INFO TECHNOLOGY - FLAIR						43010500
GOV OPERATIONS/SUPPORT						16
INFORMATION TECHNOLOGY						1603.00.00.00
STATE ENTERPRISE INFORMATION						
TECHNOLOGY						3610000
COVERAGE PLAN FOR MAINTAINING FLAIR						36110C0
SALARY RATE						000000
SALARY RATE.....		132,150-			132,150-	
=====		=====			=====	
SALARIES AND BENEFITS						010000
GENERAL REVENUE FUND -STATE		3.00-			3.00-	
		201,587-			201,587-	1000 1
=====		=====			=====	
SPECIAL CATEGORIES						100000
FLAIR OPERS & MAINTENANCE						100702
GENERAL REVENUE FUND -STATE		2,019,277	233,747		2,019,277	1000 1
=====		=====	=====		=====	
TOTAL: COVERAGE PLAN FOR MAINTAINING FLAIR						36110C0
TOTAL POSITIONS.....		3.00-			3.00-	
TOTAL ISSUE.....		1,817,690	233,747		1,817,690	
TOTAL SALARY RATE.....		132,150-			132,150-	
=====		=====	=====		=====	

AGENCY ISSUE NARRATIVE:

2023-2024 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

Amended 2023-24 Narrative after February 8, 2023

This issue requests recurring and nonrecurring budget authority for staff augmentation positions to maintain the FLAIR accounting system in conjunction with a reduction of three (3) FTE and budget authority in Salaries and Benefits.

As the state accounting system, FLAIR has complex functional and operational requirements. It has four main components that support accounts payable, accounts receivable, financial statements, cash projections/ forecasting, and state payroll processing. FLAIR is constantly subject to changes from federal and state mandates including IRS yearly mandates, new legislative programs, and impacts due to changes in enterprise (e.g. MFMP) and agency systems.

As state resources have retired or left, it is increasingly difficult to attract the required skills to backfill these resources. There is a shortage of skilled resources in the marketplace in these legacy technologies and they come with significant salary expectations in this competitive labor market. The loss of the expertise makes the ongoing support of

COL A12		COL A14		COL A15		COL A16		COL A14-A12		CODES
AGY FIN REQ FY 2023-24	POS AMOUNT	AGY AMD REQ FY 2023-24	POS AMOUNT	AGY AMD N/R FY 2023-24	POS AMOUNT	AGY AMD ANZ FY 2023-24	POS AMOUNT	AGY AMD REQ FY 2023-24 OVER(UNDER)	AGY FIN REQ FY 2023-24	
FINANCIAL SERVICES										43000000
PRG: CHIEF FIN OFFICER/ADM										43010000
INFO TECHNOLOGY - FLAIR										43010500
GOV OPERATIONS/SUPPORT										16
INFORMATION TECHNOLOGY										<u>1603.00.00.00</u>
STATE ENTERPRISE INFORMATION TECHNOLOGY										3610000
COVERAGE PLAN FOR MAINTAINING FLAIR										36110C0

the FLAIR application increasingly more challenging. It is very difficult to replace the 30 years of knowledge the retiring employee had with a short transition period to a new hire. There will be continued loss of experienced staff over the next three years. The magnitude of the skills lost, and the pace of this loss increases the strain on the remaining FLAIR team.

For Fiscal Year 2023-2024 Department of Financial Services (DFS) requests converting three (3) FTEs (currently Vacant/DROP) into recurring staff augmentation positions, adding two (2) new recurring staff augmentation positions, and adding one (1) non-recurring staff augmentation position. In addition, DFS requests reserve to cover possible attrition of state resources and/or offset depth of skills lost totaling \$1,000,000.

DETAIL OF COSTS:

- (010000) Reduce 2 Pay Grade 024 FTE -132,242
- (010000) Reduce 1 Pay Grade 025 FTE -69,345
- (100702) Add Applications Development Analysts \$104.19 per hour x 1,944 hours x 2 positions = \$405,090
- (100702) Add Applications Support Analysts \$104.19 per hour x 1,944 hours x 2 positions = \$405,090
- (100702) Add Business Process Consultant \$107.56 per hour x 1,944 hours = \$209,097
- (100702) Add Program Manager \$120.24 per hour x 1,944 hours = \$233,7487 (Non-Recurring)
- (100702) Reserve \$1,000,000

SUMMARY: This is a new issue.

COL A12		COL A14		COL A15		COL A16		COL A14-A12		CODES
AGY FIN REQ FY 2023-24	AGY AMD REQ FY 2023-24	AGY AMD N/R FY 2023-24	AGY AMD ANZ FY 2023-24	AGY FIN REQ FY 2023-24	AGY AMD REQ FY 2023-24	AGY AMD N/R FY 2023-24	AGY AMD ANZ FY 2023-24	AGY FIN REQ FY 2023-24	OVER(UNDER)	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	

FINANCIAL SERVICES 43000000
 PRG: CHIEF FIN OFFICER/ADM 43010000
 INFO TECHNOLOGY - FLAIR 43010500
 GOV OPERATIONS/SUPPORT 16
 INFORMATION TECHNOLOGY 1603.00.00.00
 STATE ENTERPRISE INFORMATION
 TECHNOLOGY 3610000
 COVERAGE PLAN FOR MAINTAINING FLAIR 36110C0

POSITION DETAIL OF SALARIES AND BENEFITS:

FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A14 - AGY AMD REQ FY 2023-24						
CHANGES TO CURRENTLY AUTHORIZED POSITIONS						
2107 SYSTEMS PROJECT ANALYST						
00489 001	1.00-	43,151-		22,970-	66,121- 0.00	66,121-
04736 001	1.00-	43,151-		22,970-	66,121- 0.00	66,121-
2109 SYSTEM PROJECT CONSULTANT						
04723 001	1.00-	45,848-		23,497-	69,345- 0.00	69,345-
TOTALS FOR ISSUE BY FUND						
1000 GENERAL REVENUE FUND						201,587-
	3.00-	132,150-		69,437-	201,587-	201,587-

COL A12	COL A14	COL A15	COL A16	COL A14-A12	
AGY FIN REQ FY 2023-24	AGY AMD REQ FY 2023-24	AGY AMD N/R FY 2023-24	AGY AMD ANZ FY 2023-24	AGY AMD REQ FY 2023-24 OVER(UNDER) AGY FIN REQ FY 2023-24	CODES
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT
FINANCIAL SERVICES					43000000
PRG: CHIEF FIN OFFICER/ADM					43010000
<u>INFO TECHNOLOGY - FLAIR</u>					43010500
<u>GOV OPERATIONS/SUPPORT</u>					16
<u>INFORMATION TECHNOLOGY</u>					1603.00.00.00
AGENCY-WIDE INFORMATION TECHNOLOGY					3620000
INFORMATION TECHNOLOGY CONTRACTUAL					
PRICE INCREASES					36211C0
SPECIAL CATEGORIES					100000
CONTRACTED SERVICES					100777
ADMINISTRATIVE TRUST FUND -STATE	475,000				475,000- 2021 1

AGENCY ISSUE NARRATIVE:

2023-2024 BUDGET YEAR NARRATIVE:
 CONTINUATION ISSUE

IT COMPONENT? YES

This issue requests recurring budget authority in contracted services for contractual price increases. The Office of Information Technology (OIT) relies on a portfolio of approximately 140 contracts that supply a wide range of resources necessary to maintain, develop, and administer Information Technology (IT) services. Some are day-to-day tools used by employees (e.g., Microsoft Office) while others support the backend functions of department applications and technical operations (e.g., Oracle, ADATABASE, SQL Server, etc.). The IT services they provide and/or support are critical for the department, the Offices of Financial Regulation (OFR) and Insurance Regulation (OIR), and the entire Florida government enterprise (e.g., through FLAIR).

The renewal of these contracts will provide continued service delivery that includes, but is not limited to hardware, software, firmware, programs, services, systems, networks, data, infrastructure, media, facilities, maintenance, and related material used to automatically, electronically, and wirelessly communicate or disseminate information of any kind or form.

The Office of Information Technology (OIT) submitted a Legislative Budget Request for this same purpose for Fiscal Year 2022-23 and received an additional recurring appropriation in the Information Technology budget entity, and 736,913 the Information Technology-FLAIR Infrastructure budget entity. The Fiscal Year 2022-23 appropriations were sufficient to cover the cost increases from prior years.

This issue is for additional contract increases the OIT will see during the next fiscal year. An analysis of the cost increases for both budget entities is available upon request. The Fiscal Year 2022-2023 contract increases are as follows and will be split between the IT budget entity (175K) and the FLAIR budget entity (475K):

- BMC Maintenance +\$44,948
- Cisco Maintenance +\$25,489
- Dell Server/Storage Maintenance +\$25,398

COL A12		COL A14		COL A15		COL A16		COL A14-A12		CODES
AGY FIN REQ FY 2023-24	POS AMOUNT	AGY AMD REQ FY 2023-24	POS AMOUNT	AGY AMD N/R FY 2023-24	POS AMOUNT	AGY AMD ANZ FY 2023-24	POS AMOUNT	AGY AMD REQ FY 2023-24 OVER(UNDER)	AGY FIN REQ FY 2023-24	

FINANCIAL SERVICES 43000000
 PRG: CHIEF FIN OFFICER/ADM 43010000
 INFO TECHNOLOGY - FLAIR 43010500
 GOV OPERATIONS/SUPPORT 16
 INFORMATION TECHNOLOGY 1603.00.00.00
 AGENCY-WIDE INFORMATION TECHNOLOGY 3620000
 INFORMATION TECHNOLOGY CONTRACTUAL
 PRICE INCREASES 36211C0

EasyRemine Subscription +\$10,570
 IBM Software Maintenance +\$311,849
 MyFloridaNet-2 (MFN-2) +\$15,800
 Remaining contracts: \$215,946

Total: \$650,000
 Amended 2023-24 Narrative after February 8, 2023

This issue has been removed from consideration.

TOTAL: INFORMATION TECHNOLOGY										1603.00.00.00
BY FUND TYPE										
GENERAL REVENUE FUND		1,817,690		233,747				1,817,690		1000
TRUST FUNDS	475,000							475,000-		2000
TOTAL POSITIONS.....		4.00-						4.00-		
TOTAL PROG COMP.....	475,000	1,817,690		233,747				1,342,690		
TOTAL SALARY RATE.....		132,150-						132,150-		

	COL A12	COL A14	COL A15	COL A16	COL A14-A12	
					AGY AMD REQ	
					FY 2023-24	
					OVER(UNDER)	
	AGY FIN REQ	AGY AMD REQ	AGY AMD N/R	AGY AMD ANZ	AGY FIN REQ	
	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	CODES
FINANCIAL SERVICES						43000000
PGM: FIN ACCT/PUBLIC FUNDS						43200000
ST FINAN INFO/ST AGY ACCTG						43200100
GOV OPERATIONS/SUPPORT						16
GOVERNMENTAL OPERATIONS						1601.00.00.00
PROGRAM REDUCTIONS						33V0000
VACANT POSITION REDUCTIONS						33V1620
SALARIES AND BENEFITS						010000
		3.00-				3.00-

AGENCY ISSUE NARRATIVE:

2023-2024 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

Amended 2023-24 Narrative after February 8, 2023

This issue is requesting to reduce 8 positions, throughout the department, which have been vacant for over 365 days.

Summary: This is a new issue.

POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A14 - AGY AMD REQ FY 2023-24							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
P101 PROPOSED CLASS CODE							
C0001 001		3.00-				0.00	
TOTALS FOR ISSUE BY FUND		3.00-					

COL A12		COL A14		COL A15		COL A16		COL A14-A12		CODES
AGY FIN REQ FY 2023-24	POS	AGY AMD REQ FY 2023-24	POS	AGY AMD N/R FY 2023-24	POS	AGY AMD ANZ FY 2023-24	POS	AGY AMD REQ FY 2023-24 OVER(UNDER)	AGY FIN REQ FY 2023-24	
AMOUNT		AMOUNT		AMOUNT		AMOUNT		AMOUNT	AMOUNT	
FINANCIAL SERVICES										43000000
PGM: FIN ACCT/PUBLIC FUNDS										43200000
ST FINAN INFO/ST AGY ACCTG										43200100
GOV OPERATIONS/SUPPORT										16
GOVERNMENTAL OPERATIONS										1601.00.00.00
NEW INFORMATION RESOURCE MANAGEMENT										
INFRASTRUCTURE PROJECT										3600000
FLORIDA PLANNING, ACCOUNTING, AND										
LEDGER MANAGEMENT (PALM) READINESS										3600PC0
SPECIAL CATEGORIES										100000
FLAIR SYSTEM REPLACEMENT										100781
GENERAL REVENUE FUND	-STATE	500,000		500,000				500,000	1000 1	

AGENCY ISSUE NARRATIVE:

2023-2024 BUDGET YEAR NARRATIVE: IT COMPONENT? YES
 Amended 2023-24 Narrative after February 8,2023

This issue requests 500,000 in non-recurring budget authority from the General Revenue fund in the State Financial Information and State Agency Accounting budget entity.

This issue requests non-recurring budget authority from the General Revenue Fund in the Division of Accounting and Auditing the Florida Planning, Accounting, and Ledger Management (Florida PALM) transition, with additional funds and amounts to be determined for FY 2024-25 and FY 2025-26. This request will enable the Division to procure PeopleSoft and business process management consulting resources and hire staff augmentation and OPS to supplement existing resources that will be focused on the Florida PALM project.

Florida PALM will be making changes in all aspects of the payment, payroll and financial reporting processes using PeopleSoft software. The Division has limited experience in PeopleSoft functionality, requirements, capabilities, processes, etc. During the next several years, subject matter experts will be utilized to assist in the evaluation, planning, and execution of transition activities. The additional resources included in this request are needed to provide expertise and continuity of the Division's business functions while the staff are transitioning the current business processes and systems to align with Florida PALM.

A combination of Division operational staff and FLAIR subject matter experts will assist the project with the design of PALM and build the transition plans for the business process change and staffing activities. OPS and staff augmentation will provide the needed capacity to successfully complete the transition of FLAIR to Florida PALM.

The business process management consulting and PeopleSoft expert resources will provide support with the coordination and implementation of mapping current business processes to expected business processes under Florida PALM and assisting with staffing transition.

	COL A12	COL A14	COL A15	COL A16	COL A14-A12	
					AGY AMD REQ	
					FY 2023-24	
					OVER(UNDER)	
	AGY FIN REQ	AGY AMD REQ	AGY AMD N/R	AGY AMD ANZ	AGY FIN REQ	
	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS
						AMOUNT
						CODES
FINANCIAL SERVICES						43000000
PGM: FIN ACCT/PUBLIC FUNDS						43200000
ST FINAN INFO/ST AGY ACCTG						43200100
GOV OPERATIONS/SUPPORT						16
GOVERNMENTAL OPERATIONS						<u>1601.00.00.00</u>
NEW INFORMATION RESOURCE MANAGEMENT						
INFRASTRUCTURE PROJECT						3600000
FLORIDA PLANNING, ACCOUNTING, AND						
LEDGER MANAGEMENT (PALM) READINESS						3600PC0

The Division does not have the option of not preparing for the Florida PALM transition and existing staff does not have the available capacity or expertise to absorb this work. If this issue is not funded, the department would have to re-task internal staff to perform the planning and design work described in this request. Reprioritizing in this way is detrimental to the department's business priorities, as well as less efficient, as internal staff do not have the same skillsets the department would seek through consulting services (e.g., experience with ERP integration, PeopleSoft processes; financial process design and re-engineering, etc.).

Summary: This is a new issue.

TOTAL: GOVERNMENTAL OPERATIONS						<u>1601.00.00.00</u>
BY FUND TYPE						
GENERAL REVENUE FUND.....	3.00-	500,000	500,000	3.00-	500,000	1000
	=====	=====	=====	=====	=====	

	COL A12	COL A14	COL A15	COL A16	COL A14-A12	
	AGY FIN REQ FY 2023-24	AGY AMD REQ FY 2023-24	AGY AMD N/R FY 2023-24	AGY AMD ANZ FY 2023-24	AGY AMD REQ FY 2023-24 OVER(UNDER)	AGY FIN REQ FY 2023-24
	POS AMOUNT	POS AMOUNT	POS AMOUNT	POS AMOUNT	POS AMOUNT	POS AMOUNT
						CODES
FINANCIAL SERVICES						43000000
PROGRAM: FIRE MARSHAL						43300000
<u>PROF TRAINING & STANDARDS</u>						43300400
<u>PUBLIC PROTECTION</u>						12
<u>LAW ENFORCEMENT</u>						1202.00.00.00
PROGRAM OR SERVICE-LEVEL						
INFORMATION TECHNOLOGY						3630000
REPLACE CONTINUING EDUCATION SYSTEM						36315C0
EXPENSES						040000
INSURANCE REG TF -STATE		560,000	560,000		560,000	2393 1
SPECIAL CATEGORIES						100000
CONTRACTED SERVICES						100777
INSURANCE REG TF -STATE	1	1,956,024	1,956,024		1,956,023	2393 1
TOTAL: REPLACE CONTINUING EDUCATION SYSTEM						36315C0
TOTAL ISSUE.....	1	2,516,024	2,516,024		2,516,023	

AGENCY ISSUE NARRATIVE:

2023-2024 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

This issue is to request a \$1 placeholder for the modernization of FCDICE (Fire College Department Insurance Continuing Education).

In the Fiscal year 2022-23 Legislative Budget Request, the department requested 825,000 in budget authority for the replacement of this antiquated system. FCDICE was implemented in 2004 as a spin-off of the DICE system utilized by the Division of Agent and Agency Services. Operationally, the State Fire Marshal (SFM) has determined that the FCDICE system is no longer sustainable and needs to be transitioned to a new platform that uses a relational database to allow them to better meet the changing needs of their various constituent groups.

In Fiscal Year 2022-23, the department was appropriated 250,000 in nonrecurring budget authority to contract for a feasibility study that includes detailed business and functional requirements to modernize the FCDICE system. The department is required to provide a copy of the study to the Executive Office of the Governor's Office of Policy and Budget, the chair of the Senate Committee on Appropriations, and the chair of the House of Representatives Appropriations Committee by March 1, 2023. Once the study is complete, the department will submit an amended request based on the study.

Amended 2023-24 Narrative after February 8, 2023

The study is complete, and the department has determined the actual costs.

	COL A12	COL A14	COL A15	COL A16	COL A14-A12	
					AGY AMD REQ	
					FY 2023-24	
					OVER(UNDER)	
	AGY FIN REQ	AGY AMD REQ	AGY AMD N/R	AGY AMD ANZ	AGY FIN REQ	
	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	
	POS	AMOUNT	POS	AMOUNT	POS	AMOUNT
						CODES
FINANCIAL SERVICES						43000000
PROGRAM: FIRE MARSHAL						43300000
<u>PROF TRAINING & STANDARDS</u>						43300400
PUBLIC PROTECTION						12
<u>LAW ENFORCEMENT</u>						<u>1202.00.00.00</u>
PROGRAM OR SERVICE-LEVEL						
INFORMATION TECHNOLOGY						3630000
REPLACE CONTINUING EDUCATION SYSTEM						36315C0

This issue requests nonrecurring budget authority to replace the department's Fire College Department of Insurance Continuing Education (FCDICE) system.

In Fiscal Year 2022-23, the department was appropriated \$250,000 in nonrecurring budget authority to contract for a feasibility study that includes detailed business and functional requirements to modernize the FCDICE system. The department was required to provide a copy of the study to the Executive Office of the Governor's Office of Policy and Budget, the chair of the Senate Committee on Appropriations, and the chair of the House of Representatives Appropriations Committee by March 1, 2023. The study was completed as directed and contains an analysis of current state business processes, an evaluation of alternatives, and future state requirements.

The Department of Financial Services' Florida State Fire Marshal is dedicated to protecting life, property, and the environment from the devastation of fire. Their focus and efforts foster a fire safe environment through engineering, education, and enforcement. This Division is comprised of Office of the Director, and two primary bureaus, the Bureau of Fire Prevention, and the Bureau of Fire Standards and Training. Together they are responsible for managing over 100,000 certifications and processes associated with training and student services including activities such as approving testing minimum standards, and certification renewals for Firefighters, Fire Safety Inspectors, providers, instructors, and others. The limitations of the current system, FCDICE, have resulted in loss of productivity, reduction of capability, and issues with the data, including the inability to search statewide for firefighters during times of emergency. Due to the age of the system, and its obsolete code language, constant data patches are required for maintenance.

The Department is requesting \$2,516,024 of non-recurring funding for the first year of a multi-year project to replace the department's Fire College Department of Insurance Continuing Education (FCDICE) system. The first-year funding will include costs for project planning, support, services and software needed to meet the requirements.

The current business processes performed by FCDICE and future state requirements include class enrollment for students, exam enrollment for students, dormitory and books management, supplemental compensation, course registration and class offerings by training providers, course management including approvals, and payments for Firefighters, Fire Safety Inspectors, providers, instructors, and others.

Operationally, the State Fire Marshal (SFM) has determined that the FCDICE system is no longer sustainable and needs to be transitioned to a new platform to allow them to better meet the needs of their various constituent groups. New technology is available that will allow for automation and increased functionality for processing continuing education. While the functionality described above does exist, not all processes operate efficiently. As a result, there are significant opportunities to incorporate technology and better leverage FTE resources. There is also a need to add additional functionality and processes to automate manual tasks and to account for potential future statutory changes.

	COL A12	COL A14	COL A15	COL A16	COL A14-A12	
					AGY AMD REQ	
					FY 2023-24	
					OVER(UNDER)	
	AGY FIN REQ	AGY AMD REQ	AGY AMD N/R	AGY AMD ANZ	AGY FIN REQ	
	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS
						AMOUNT
						CODES
FINANCIAL SERVICES						43000000
PROGRAM: FIRE MARSHAL						43300000
<u>PROF TRAINING & STANDARDS</u>						43300400
PUBLIC PROTECTION						12
<u>LAW ENFORCEMENT</u>						<u>1202.00.00.00</u>
PROGRAM OR SERVICE-LEVEL						
INFORMATION TECHNOLOGY						3630000
REPLACE CONTINUING EDUCATION SYSTEM						36315C0

Summary: Actual Cost \$2,516,024

TOTAL: LAW ENFORCEMENT						<u>1202.00.00.00</u>
BY FUND TYPE						
TRUST FUNDS.....	1	2,516,024	2,516,024		2,516,023	2000
	=====	=====	=====	=====	=====	

COL A12		COL A14		COL A15		COL A16		COL A14-A12		CODES
AGY FIN REQ FY 2023-24	AGY AMD REQ FY 2023-24	AGY AMD N/R FY 2023-24	AGY AMD ANZ FY 2023-24	AGY AMD REQ FY 2023-24	AGY FIN REQ FY 2023-24	AGY AMD REQ FY 2023-24	AGY AMD N/R FY 2023-24	AGY AMD ANZ FY 2023-24	AGY FIN REQ FY 2023-24	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
FINANCIAL SERVICES										43000000
PGM: ST PROP/CASUALTY CLMS										43400000
ST SELF-INSURED CLAIMS ADJ										43400100
GOV OPERATIONS/SUPPORT										16
GOVERNMENTAL OPERATIONS										1601.00.00.00
ADJUSTMENTS TO CURRENT YEAR										
ESTIMATED EXPENDITURES										1600000
REAPPROVAL OF BUDGET AMENDMENT TO										
TRANSFER FROM EXPENSES TO OPERATING										
CAPITAL OUTLAY IN THE DIVISION OF										
RISK MANAGEMENT - DEDUCT										1600310
EXPENSES										040000
STATE RISK MGMT TF		-STATE		500-				500-	2078	1

AGENCY ISSUE NARRATIVE:
 2023-2024 BUDGET YEAR NARRATIVE: IT COMPONENT? NO
 Amended 2023-24 Narrative after February 8,2023

This issue requests the re-approval of amendment of B0344, transferring 500 from Expenses to Operating Capital Outlay in the State Risk Management Trust Fund within the Self-Insured Claims Adjustment budget entity.

The Bureau of State Employee Workers' Compensation Claims within the Division of Risk Management utilizes Dubreuil's Florida Workers' Compensation Handbook. This handbook is resource that contains key features, including case summaries and relevant statutes, rules, and regulations. With shipping and handling, the purchase price of the handbook is over \$400. The Reference Guide for State Expenditures defines the Operating Capital Outlay (OCO) category as "an appropriation category for the purchase of equipment, fixtures and other tangible personal property of a non-consumable and nonexpendable nature, the value or cost of which is \$ 5,000 or more and the normal expected life of which is one (1) year or more, and hardback bound books that are circulated to students or the public, the value or cost of which is \$25 or more, and hardback-covered bound books, the value or cost of which is \$250 or more.

Since the purchase of the reference is more than \$250 it will need to be paid from the Operating Capital Outlay (OCO) category. As this is a recurring annual purchase, the Department is requesting re-approval of the budget amendment to establish recurring budget authority in the OCO category to purchase each year.

This issue is the deduct from the Expenses category, issue code 1600320 is the add to the OCO category.

Summary: This is a new issue.

COL A12		COL A14		COL A15		COL A16		COL A14-A12		CODES
AGY FIN REQ FY 2023-24	POS	AGY AMD REQ FY 2023-24	POS	AGY AMD N/R FY 2023-24	POS	AGY AMD ANZ FY 2023-24	POS	AGY AMD REQ FY 2023-24 OVER(UNDER)	AGY FIN REQ FY 2023-24	
AMOUNT		AMOUNT		AMOUNT		AMOUNT		AMOUNT	AMOUNT	
FINANCIAL SERVICES										43000000
PGM: ST PROP/CASUALTY CLMS										43400000
ST SELF-INSURED CLAIMS ADJ										43400100
GOV OPERATIONS/SUPPORT										16
GOVERNMENTAL OPERATIONS										1601.00.00.00
ADJUSTMENTS TO CURRENT YEAR										
ESTIMATED EXPENDITURES										1600000
REAPPROVAL OF BUDGET AMENDMENT TO										
TRANSFER FROM EXPENSES TO OPERATING										
CAPITAL OUTLAY IN THE DIVISION OF										
RISK MANAGEMENT - ADD										1600320
OPERATING CAPITAL OUTLAY										060000
STATE RISK MGMT TF		-STATE		500				500		2078 1

AGENCY ISSUE NARRATIVE:
 2023-2024 BUDGET YEAR NARRATIVE: IT COMPONENT? NO
 Amended 2023-24 Narrative after February 8,2023

This issue requests the re-approval of amendment of B0344, transferring 500 from Expenses to Operating Capital Outlay in the State Risk Management Trust Fund within the Self-Insured Claims Adjustment budget entity.

The Bureau of State Employee Workers' Compensation Claims within the Division of Risk Management utilizes Dubreuil's Florida Workers' Compensation Handbook. This handbook is resource that contains key features, including case summaries and relevant statutes, rules, and regulations. With shipping and handling, the purchase price of the handbook is over \$400. The Reference Guide for State Expenditures defines the Operating Capital Outlay (OCO) category as "an appropriation category for the purchase of equipment, fixtures and other tangible personal property of a non-consumable and nonexpendable nature, the value or cost of which is \$ 5,000 or more and the normal expected life of which is one (1) year or more, and hardback bound books that are circulated to students or the public, the value or cost of which is \$25 or more, and hardback-covered bound books, the value or cost of which is \$250 or more.

Since the purchase of the reference is more than \$250 it will need to be paid from the Operating Capital Outlay (OCO) category. As this is a recurring annual purchase, the Department is requesting re-approval of the budget amendment to establish recurring budget authority in the OCO category to purchase each year.

This issue code is the add to the OCO category, issue code 1600310 is the deduct from Expenses category.

Summary: This is a new issue.

COL A12		COL A14		COL A15		COL A16		COL A14-A12		CODES
AGY FIN REQ FY 2023-24	POS AMOUNT	AGY AMD REQ FY 2023-24	POS AMOUNT	AGY AMD N/R FY 2023-24	POS AMOUNT	AGY AMD ANZ FY 2023-24	POS AMOUNT	AGY FIN REQ FY 2023-24	AMOUNT	
FINANCIAL SERVICES										43000000
PGM: ST PROP/CASUALTY CLMS										43400000
ST SELF-INSURED CLAIMS ADJ										43400100
GOV OPERATIONS/SUPPORT										16
GOVERNMENTAL OPERATIONS										1601.00.00.00
PROGRAM ISSUES										4000000
INCREASE FOR CONTRACTED LEGAL SERVICES IN THE DIVISION OF RISK MANAGEMENT										4000370
SPECIAL CATEGORIES										100000
CONTRACTED LEGAL SERVICES										100905
STATE RISK MGMT TF		-STATE	10,000,000					10,000,000	2078 1	

AGENCY ISSUE NARRATIVE:

2023-2024 BUDGET YEAR NARRATIVE: IT COMPONENT? NO
 Amended 2023-24 Narrative after February 8, 2023

This issue requests an additional 10,000,000 in authority in the Contracted Legal Services category from the State Risk Management Trust Fund within the State Self-Insured Claims Adjustment budget entity.

The Division of Risk Management contracts with private attorney to provide representation in cases of claim litigation. The Division has noted a decline in the number of law firms contracting with or accepting new cases from the Division. The primary reason noted by the law firms is the low hourly rates paid by the Division. Defense attorney contracts are executed for a five-year contract period. The re-contracting of defense attorney legal services most recently took place in the spring of 2022. During this contracting cycle, seven law firms declined to renew contracts with the Division. Most of these law firms had a long-standing relationship with the Division and their knowledge and experience is not easily replaced. In addition, three other firms agreed to sign new contracts so they could continue handling currently assigned cases, but they refused to take any new cases due to the hourly rates. Since the new contracts were issued last spring, two more law firms under contract have refused to accept new cases due to the current rate structure. Currently, contracted defense attorney rates range from \$90-\$100 per hour and most contracted paralegal rates are \$40/hour.

The rate structure for defense attorney legal services contracted by the Division was established in 2008. Since 2008, all firms under contract with the Division were paid between \$75 and \$100 per hour, with most firms at \$80-\$90 per hour. These rates remained the same for 14 years until most contracts were renewed in the spring of 2022. At that time, the Division used a portion of the budget surplus to provide limited increases to some firms' rates. After these limited rate increases, all firms are now paid between \$90 and \$100 per hour. Although the Division received positive feedback from the firms who received small rate increases, we still received complaints that the increases were insufficient considering the number of years without an increase and considering that their costs have gone up considerably in the last 2-3 years. Some firms have also communicated that the State pays the lowest rates by far of other governmental entities for which they provide defense work.

	COL A12	COL A14	COL A15	COL A16	COL A14-A12	
					AGY AMD REQ	
					FY 2023-24	
					OVER(UNDER)	
	AGY FIN REQ	AGY AMD REQ	AGY AMD N/R	AGY AMD ANZ	AGY FIN REQ	
	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS
						AMOUNT
						CODES
FINANCIAL SERVICES						43000000
PGM: ST PROP/CASUALTY CLMS						43400000
<u>ST SELF-INSURED CLAIMS ADJ</u>						43400100
GOV OPERATIONS/SUPPORT						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
PROGRAM ISSUES						4000000
INCREASE FOR CONTRACTED LEGAL						
SERVICES IN THE DIVISION OF RISK						
MANAGEMENT						4000370

Based on research done by the Division, our rates are significantly lower than other governmental entities and self-insureds we surveyed. The type of defense work being done for those entities sampled is similar in nature to the cases that Risk Management sends to contracted attorneys. These entities are representative of the various regions of the State of Florida.

The results of the survey demonstrate that the average compensation, in all categories, is at a higher rate than is currently being paid by the Risk Management legal services contracts. This presents a problem for the Division as the law firms under contract assign the cases that pay less to the less experienced attorneys. A less experienced attorney often takes longer to complete a given task and requires more research time on a given issue. In the end better value and results can often be obtained by a more experienced attorney. An increase in the hourly rates paid by the Division would allow the firms, in some cases, to assign Risk Management cases to the more senior members of the firms.

Below are the results of the Division's recent survey. The Division's current contracted rates are \$90-\$100/hour for partners and associates and \$40/hour for paralegals.

Entity Surveyed	Partner	Associate	Paralegal
FL League of Cities	\$155	\$130	\$90
Florida Sheriff's RM Fund	\$145	\$135	\$95
FL Insurance Guarantee Assoc. (FIGA)	\$195	\$195	\$100
City of Miami	\$250	\$250	Unknown
Broward Co. School Board	\$200	\$200	\$100
Miami-Dade Public Schools	\$140	\$125	\$75
Monroe Co. School Board	\$195	\$195	\$125

The Division is proposing an hourly rate increase for private defense attorneys to raise the average rate per hour from \$95/hour to \$150/hour and to raise the average paralegal rate from \$40/hour to \$80/hour. This rate increase will encourage law firms already under contract with the Division to continue accepting cases and will increase the likelihood of the Division attracting new, experienced law firms to agree to handle cases for the State. The proposed rates will also increase the likelihood that cases will be handled by more experienced attorneys, which may correlate to improved outcomes in litigated cases against the state. The proposed rate increase will also bring the Division's rates more in

	COL A12	COL A14	COL A15	COL A16	COL A14-A12	
					AGY AMD REQ	
					FY 2023-24	
					OVER(UNDER)	
	AGY FIN REQ	AGY AMD REQ	AGY AMD N/R	AGY AMD ANZ	AGY FIN REQ	
	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS
FINANCIAL SERVICES						43000000
PGM: ST PROP/CASUALTY CLMS						43400000
ST SELF-INSURED CLAIMS ADJ						43400100
GOV OPERATIONS/SUPPORT						16
GOVERNMENTAL OPERATIONS						1601.00.00.00
PROGRAM ISSUES						4000000
INCREASE FOR CONTRACTED LEGAL						
SERVICES IN THE DIVISION OF RISK						
MANAGEMENT						4000370

line with similar governmental entities in the state.

PRIVATE ATTORNEY FEES & EXPENSES

Fees & Expenses	FY 23-24 Projected without hourly rate increase	FY 23-24 Projected with hourly rate increase
Defense Attorney Fees	16,335,134	26,335,134
Defense Attorney Expenses	2,949,760	2,979,760
Totals	19,284,894	29,284,894

With the current budget authority of \$21,976,020, the requested increase in recurring spending authority will result in total spending authority for this category of \$31,976,020.

Without an increase in spending authority allowing an increase in the legal service rates paid by the Division, the Division may be unable to obtain the appropriate level of legal representation. This could result in legal issues in litigated cases not being properly or timely addressed and other irreversible financial impacts to the State. For Workers' Compensation cases, the medical complexity, specialized law and rules, and continuing viability of compensation claims with the potential for providing benefits until the death of the claimant require attorneys representing the state's interest to have a high degree of skill. For state liability cases, a less experienced attorney often takes longer to complete a given task and requires more research time on a given issue.

Summary: This is a new issue

	COL A12		COL A14		COL A15		COL A16		COL A14-A12		
	AGY FIN REQ		AGY AMD REQ		AGY AMD N/R		AGY AMD ANZ		AGY AMD REQ		
	FY 2023-24		FY 2023-24		FY 2023-24		FY 2023-24		FY 2023-24		
	POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	CODES
FINANCIAL SERVICES											43000000
PGM: ST PROP/CASUALTY CLMS											43400000
<u>ST SELF-INSURED CLAIMS ADJ</u>											43400100
GOV OPERATIONS/SUPPORT											16
<u>GOVERNMENTAL OPERATIONS</u>											<u>1601.00.00.00</u>
TOTAL: GOVERNMENTAL OPERATIONS											<u>1601.00.00.00</u>
BY FUND TYPE											
TRUST FUNDS.....				10,000,000						10,000,000	2000

COL A12		COL A14		COL A15		COL A16		COL A14-A12		CODES
AGY FIN REQ FY 2023-24	POS AMOUNT	AGY AMD REQ FY 2023-24	POS AMOUNT	AGY AMD N/R FY 2023-24	POS AMOUNT	AGY AMD ANZ FY 2023-24	POS AMOUNT	AGY AMD REQ FY 2023-24 OVER(UNDER)	AGY FIN REQ FY 2023-24	
FINANCIAL SERVICES										43000000
PGM: LICNSNG/CNSMER PROTEC										43500000
INSURANCE CO REHAB/LIQDATN										43500100
PUBLIC PROTECTION										12
REGULATION AND LICENSING										1204.00.00.00
PROGRAM ISSUES										4000000
INCREASE EXPENSE FOR RENT INCREASE										4000350
EXPENSES										040000
INSURANCE REG TF		-STATE		130,000				130,000		2393 1

AGENCY ISSUE NARRATIVE:

2023-2024 BUDGET YEAR NARRATIVE: IT COMPONENT? NO
 Amended 2023-24 Narrative after February 8, 2023

This issue requests an additional 130,000 in recurring Insurance Regulatory Trust Fund authority to provide for additional lease costs in the Division of Rehabilitation and Liquidation (DRL). Current insurance and reinsurance market conditions in Florida indicate the potential for multiple receiverships in late Spring to early Summer 2023. To meet the imminent needs and continue to serve the claimants and citizens, the DRL is increasing current staff levels. The new staff levels will require an increase to current office space which translates to an estimated additional \$10,622/month (\$130,000 annually) in lease costs.

COL A12		COL A14		COL A15		COL A16		COL A14-A12		CODES
AGY FIN REQ FY 2023-24	POS	AGY AMD REQ FY 2023-24	POS	AGY AMD N/R FY 2023-24	POS	AGY AMD ANZ FY 2023-24	POS	AGY AMD REQ FY 2023-24 OVER(UNDER)	AGY FIN REQ FY 2023-24	
AMOUNT		AMOUNT		AMOUNT		AMOUNT		AMOUNT	AMOUNT	

FINANCIAL SERVICES										43000000
PGM: WORKERS' COMPENSATION										43600000
WORKERS' COMPENSATION										43600100
ECONOMIC OPPORTUNITIES										11
WORKERS' COMPENSATION										<u>1102.02.00.00</u>
PROGRAM REDUCTIONS										33V0000
VACANT POSITION REDUCTIONS										33V1620
SALARIES AND BENEFITS										010000

1.00-

1.00-

AGENCY ISSUE NARRATIVE:

2023-2024 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

Amended 2023-24 Narrative after February 8, 2023

THIS ISSUE IS REQUESTING TO REDUCE 8 POSITIONS, THROUGHOUT THE DEPARTMENT, WHICH HAVE BEEN VACANT FOR OVER 365 DAYS.

Summary: This is a new issue.

POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A14 - AGY AMD REQ FY 2023-24							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
P101 PROPOSED CLASS CODE							
C0001 001	1.00-					0.00	
TOTALS FOR ISSUE BY FUND	1.00-						

	COL A12	COL A14	COL A15	COL A16	COL A14-A12	
					AGY AMD REQ	
					FY 2023-24	
					OVER(UNDER)	
	AGY FIN REQ	AGY AMD REQ	AGY AMD N/R	AGY AMD ANZ	AGY FIN REQ	
	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS
						AMOUNT
						CODES
FINANCIAL SERVICES						43000000
PGM: INVEST/FORENSIC SVCS						43700000
<u>FIRE/ARSON INVESTIGATIONS</u>						43700100
PUBLIC PROTECTION						12
<u>CONSUMER SAFETY/PROTECTION</u>						<u>1205.00.00.00</u>
EQUIPMENT NEEDS						2400000
REPLACEMENT OF FIRE AND ARSON						
EQUIPMENT - MOBILE AMMUNITION BURN						
UNITS						2401110
OPERATING CAPITAL OUTLAY						060000
INSURANCE REG TF						
-STATE	893,068					893,068- 2393 1

AGENCY ISSUE NARRATIVE:

2023-2024 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

This issue requests nonrecurring funding in the Division of Investigative and Forensic Services (DIFS) for the replacement of two mobile ammunition burn units. The DIFS Bomb Squad currently has four (4) burn units located in Pensacola, Tallahassee, Tampa, and Ft. Myers. The Ft. Myers unit is currently out of service and in need of replacement parts. These units are permanently housed on a pumper-pull trailer. The burn units are utilized to burn flares, fireworks and small arms ammunition up to .50 caliber. Current ammunition disposal burners need to be replaced by safer, efficient, environmentally friendly units. Current burners emit hazardous particles and gasses during the venting process, putting bomb technicians/operators at risk with frequent use. The replacement of these older models with the "Environmental Mobile Ammunition Combustion System" will enable bomb technicians to more efficiently and safely dispose of degraded, seized, and damaged ammunition. The purchase of two of these units will replace two of the most frequently used burner units that need repairs.

Amended 2023-24 Narrative after February 8, 2023

Agency has removed this issue from consideration.

	COL A12	COL A14	COL A15	COL A16	COL A14-A12	
					AGY AMD REQ	
					FY 2023-24	
					OVER(UNDER)	
	AGY FIN REQ	AGY AMD REQ	AGY AMD N/R	AGY AMD ANZ	AGY FIN REQ	
	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	CODES
FINANCIAL SERVICES						43000000
PGM: INVEST/FORENSIC SVCS						43700000
FORENSIC SERVICES						43700200
PUBLIC PROTECTION						12
CONSUMER SAFETY/PROTECTION						1205.00.00.00
CAPITAL IMPROVEMENT PLAN						9900000
MAINTENANCE AND REPAIR						990M000
FIXED CAPITAL OUTLAY						080000
ARSON LAB-BLDG REP/MAINT						080940
INSURANCE REG TF	-STATE	200,000	375,000	375,000	175,000	2393 1

AGENCY NARRATIVE:

2023-2024 BUDGET YEAR NARRATIVE: ARSON LAB-BLDG REP/MAINT IT COMPONENT? NO

This issue requests nonrecurring funding for the Bureau of Forensic Services (Arson Lab) for the replacement of a 60-ton air-cooled water chiller that is over 32 years old.

The Bureau of Forensic Services is housed in a facility specially built for it in 1988 - 90 and wholly owned by the Department of Financial Services (DFS). It receives no maintenance or infrastructure support from Department of Management Services (DMS) and must request any fixed capital improvements and funds for maintenance of the facility in a separate Legislative Budget Request (LBR). For the past, several fiscal years the lab have been granted 35,000 each year to accommodate maintenance issues that occur as facilities age. In FY 2019-20 funding was provided to replace part of the HVAC system.

This issue requests funding for the 60-ton air cooled industrial chiller units and all piping connections to continue the HVAC system upgrades. The 14,000-square foot building will require a 60-ton air-cooled water chiller for the HVAC system that will be incorporated into the HVAC and Air Handler system currently at the Bureau.
 Amended 2023-24 Narrative after February 8, 2023

This issue is amended to request an additional 175,000 nonrecurring for a total of 375,000 in Fixed Capital Outlay to cover updated estimated costs for replacing the chiller at the Arson Lab.

COL A12		COL A14		COL A15		COL A16		COL A14-A12		CODES	
AGY FIN REQ FY 2023-24	POS	AGY AMD REQ FY 2023-24	POS	AGY AMD N/R FY 2023-24	POS	AGY AMD ANZ FY 2023-24	POS	AGY AMD REQ FY 2023-24 OVER(UNDER)	AGY FIN REQ FY 2023-24		
AMOUNT		AMOUNT		AMOUNT		AMOUNT		AMOUNT	AMOUNT		
FINANCIAL SERVICES										43000000	
PGM: INVEST/FORENSIC SVCS										43700000	
INSURANCE FRAUD										43700300	
PUBLIC PROTECTION										12	
CONSUMER SAFETY/PROTECTION										1205.00.00.00	
WORKLOAD										3000000	
INSURANCE FRAUD - FINANCIAL CRIMES, LEADERSHIP, AND BEST PRACTICES TRAINING FOR LAW ENFORCEMENT											
PERSONNEL										3001190	
EXPENSES										040000	
INSURANCE REG TF		-STATE		285,050		1,621,000		626,000		1,335,950	2393 1

AGENCY ISSUE NARRATIVE:

2023-2024 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

This issue requests recurring budget authority to provide required training for the Division of Investigative and Forensic Services (DIFS). The Division's detectives investigate complex, highly specialized criminal cases, such as money laundering, mortgage fraud, workers' compensation premium fraud, organized crime, PIP fraud, arson and explosives investigations, forensic investigations, and other state financial crimes.

DIFS must provide the required training for all law enforcement officers within the division to maintain its accreditation as a law enforcement agency and to develop the expertise required by its personnel to conduct the specialized investigations under its authority. Training on these topics is not readily available by outside sources and requires the Division to implement its own training programs. Current personnel turnover rates have left the division with a lack of institutional and specialized knowledge required to investigate and conduct operations necessary to meet its responsibilities. Without providing adequate training, the division will fail to maintain expected levels of performance and needs of the state.

This issue was funded nonrecurring out of the Federal Law Enforcement Trust Fund (2719) in FY 2022-23.
 Amended 2023-24 Narrative after February 8, 2023

This issue is amended to request an additional 709,950 in recurring and 626,000 in nonrecurring funding for a total of 1,626,000 for training of Division of Investigative and Forensic Services (DIFS) Law enforcement officers.

Traditionally, DIFS hires officers who have already gone through a law enforcement academy and have achieved their Florida certification. To fill staffing needs and expand the pool of viable applicants, DIFS is proposing a pilot program aimed at attracting non-certified applicants who can be sponsored through an academy and receive further specialized training. The amount of 626,000 in nonrecurring expenses budget authority is being requested to develop this pilot training program.

COL A12		COL A14		COL A15		COL A16		COL A14-A12		CODES
AGY FIN REQ FY 2023-24	AGY AMD REQ FY 2023-24	AGY AMD N/R FY 2023-24	AGY AMD ANZ FY 2023-24	AGY FIN REQ FY 2023-24	AGY AMD REQ FY 2023-24	AGY AMD N/R FY 2023-24	AGY AMD ANZ FY 2023-24	AGY FIN REQ FY 2023-24	OVER(UNDER)	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
FINANCIAL SERVICES										43000000
PGM: INVEST/FORENSIC SVCS										43700000
INSURANCE FRAUD										43700300
PUBLIC PROTECTION										12
CONSUMER SAFETY/PROTECTION										1205.00.00.00
WORKLOAD										3000000
INSURANCE FRAUD - FINANCIAL CRIMES, LEADERSHIP, AND BEST PRACTICES TRAINING FOR LAW ENFORCEMENT PERSONNEL										3001190

The recurring 1,000,000 in authority will allow for the projected increased cost of training current DIFS Officers.

PROGRAM ISSUES	4000000
ACCESS TO ANTI-FRAUD DATABASE	40008C0
SPECIAL CATEGORIES	100000
ANTI-FRAUD DATABASE	100789

INSURANCE REG TF -STATE 984,000 984,000 2393 1

AGENCY ISSUE NARRATIVE:

2023-2024 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

Amended 2023-24 Narrative after February 8, 2023

This issue requests 984,000 in recurring Insurance Regulatory Trust Fund budget authority to continue providing The Division of Investigative and Forensic Services (DIFS, Bureau of Insurance Fraud (BIF) with access to the Verisk Anti-Fraud Database. BIF detectives investigate complex, highly specialized criminal cases, such as money laundering, mortgage fraud, workers' compensation premium fraud, organized crime, PIP fraud, arson and explosives investigations, forensic investigations, and other state financial crimes.

While it is too early to provide long-term statistics regarding the benefits of Verisk, BIF can project efficiency improvements in several sections going forward. Use of the technology is allowing detectives to see significant benefits in their ability to process information and dedicate resources. The electronic import of complaints is more thorough and includes associated claims data previously not received. This is reducing the amount of time required to process and evaluate complaints, while greatly increasing the amount of intelligence being developed. The additional data is accurately classified and reduces research by criminal analysts and investigators. The ability to quickly identify individuals, businesses, and organizations with the most connections to questionable claims is allowing DIFS to focus its resources on cases having the greatest impact on the state. The additional information is helping to make connections between parties involved regardless of the location in the country they are operating from.

	COL A12	COL A14	COL A15	COL A16	COL A14-A12	
					AGY AMD REQ	
					FY 2023-24	
					OVER(UNDER)	
	AGY FIN REQ	AGY AMD REQ	AGY AMD N/R	AGY AMD ANZ	AGY FIN REQ	
	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	FY 2023-24	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	POS
						AMOUNT
						CODES
FINANCIAL SERVICES						43000000
PGM: INVEST/FORENSIC SVCS						43700000
<u>INSURANCE FRAUD</u>						43700300
PUBLIC PROTECTION						12
<u>CONSUMER SAFETY/PROTECTION</u>						<u>1205.00.00.00</u>
PROGRAM ISSUES						4000000
ACCESS TO ANTI-FRAUD DATABASE						40008C0

This issue was funded in current year (FY 2022-23) with nonrecurring funding and is being requested that access to this valuable service be supported permanently with recurring funding.

TOTAL: CONSUMER SAFETY/PROTECTION						<u>1205.00.00.00</u>
BY FUND TYPE						
TRUST FUNDS.....	285,050	2,605,000	626,000		2,319,950	2000
	=====	=====	=====	=====	=====	

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* BPEADL01                                STATISTICAL INFORMATION                                02/24/2023 13:50:01 *
* BUDGET PERIOD: 2013-2024                EXHIBIT A, D AND D-3A LIST REQUEST                TJM 43      SP      *
* COMPILE DATE: 02/16/2023                COMPILE TIME: 09:50:30                                PAGE:      1      *
*****
*                                     SAVE INITIALS:          SAVE DEPARTMENT: 07      SAVE ID: ED3R
* -----
* SELECT CODES AND ACCUMULATION LEVELS WHERE ALLOWED.  WHEN NO CODE IS SELECTED, ALL CODES WILL BE REPORTED.
* ITEMIZATION OF EXPENDITURE:                IOE ACCUMULATION LEVEL: 0 (1=OPER/FCO, 2=IOE, 0=MERGED)
* MERGE GROUPS (Y/N): Y
* BUDGET ENTITY OR GROUP/ACCUMULATION LEVEL (DEP, DIV, BUR, SUB, LBE, MRG):
*   1-7:          LBE
*   8-14:
*   15-21:
*   22-27:
* EXCLUDE: 439
*
* PROGRAM COMPONENT/ACCUMULATION LEVEL (1, 2, 3, 4 OR 5 FOR 2, 4, 6, 8 OR 10 DIGITS, 6=MERGE POLICY, 0=MERGED):
*   5
*
* APPROPRIATION CATEGORY OR GROUP/ACCUMULATION LEVEL (1=MAJOR, 2=MINOR, 0=MERGED):
*   2
*
* FUND GROUPS SET:          OR FUND:                FUNDING SOURCE IDENTIFIER:                MERGE FSI (Y/N): N
* FCO (Y/N): Y      FTE (Y/N): Y                SALARY RATE (Y/N): Y
* -----
* ISSUE CODE OR GROUP/ACCUMULATION LEVEL (1, 2 OR 3 FOR 1, 3 OR 7 CHARACTERS, 0=MERGED):
*   3
*
* REPORT OPTION: 1          COLUMN SELECTION: A12          A14          A15          A16          A14-A12          CODES
* 1=EAD REPORT
* 2=SCHEDULE IV/IT ISSUES          REPORT COLUMNS WITH CALCULATION DIFFERENCE ONLY (Y/N): Y  THAT EXCEED:
* 3=STATEWIDE ISSUES
* 4=SCHEDULE VIIIA ISSUES
* SCHEDULE VIIIA ISSUES SPREADSHEET (Y/N): N
*
* LEVELS OF TOTALS:  (N=NO TOTAL, L=LINE TOTAL, T=BY FUND TYPE, D=BY DETAIL FUND, B=BY DETAIL FUND AND FUND TYPE,
* G=FUND GROUP LINE TOTALS, E=BY DETAIL FUND AND FUND GROUP)
* RUN: N          ITEM OF EXP: N          GROUP: N          DEPARTMENT: N          DIVISION: N          BUREAU: N
* SUB-BUREAU: N          LBE: T          POLICY AREA: N          PROG COMP: T          D3A SUM ISSUE: N          D3A DETAIL ISSUE: L
* MAJOR APP CAT: N          MINOR APP CAT: D
*
* APPROPRIATION CATEGORY TITLES: S (S=SHORT, L=LONG)          REPORT SEQUENCE: DEPT/BUDGET ENTITY: N  A=ALPHABETICAL
*                                     PROGRAM COMPONENT: N  N=NUMERICAL
* -----
* DEPARTMENT NARRATIVE SET:
* BUDGET ENTITY NARRATIVE SET:                PROGRAM COMPONENT NARRATIVE (Y/N): N
*
* ISSUE/ACTIVITY NARRATIVE SET: A1          PRIORITY ISSUE NARRATIVE SET (1-9):
*
* INCLUDE POSITION DATA (Y/N): Y
*
* INCLUDE COLUMN CODES (Y/N): Y
*
* OUTPUT FORMAT: L          PAGE BREAKS: LBE  PRC
* L=LANDSCAPE                (IOE, GRP, DEP, DIV,          REPORT HEADING:                EXHIBIT D-3A
* P=PORTRAIT                BUR, SUB, LBE, PRC,          EXPENDITURES BY
*                                     SIS, ISC)                ISSUE AND APPROPRIATION CATEGORY
* -----

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* BPEADL01                               STATISTICAL INFORMATION                02/24/2023 13:50:01 *
* BUDGET PERIOD: 2013-2024              EXHIBIT A, D AND D-3A LIST REQUEST          TJM 43      SP   *
* COMPILE DATE: 02/16/2023              COMPILE TIME: 09:50:30                      PAGE:      2   *
*****
*
* TOTAL RECORDS READ FROM SORT:          666
* TOTAL RECORDS READ FROM CARD:          43
* TOTAL PAF RECORDS READ:                 7
* TOTAL OAF RECORDS READ:                 0
* TOTAL IEF RECORDS READ:                 0
* TOTAL BGF RECORDS READ:                 0
* TOTAL BEF RECORDS READ:                 59
* TOTAL PCF RECORDS READ:                 52
* TOTAL ICF RECORDS READ:                 312
* TOTAL INF RECORDS READ:                 589
* TOTAL ACF RECORDS READ:                 95
* TOTAL FCF RECORDS READ:                 5
* TOTAL FSF RECORDS READ:                 10
* TOTAL PCN RECORDS READ:                 0
* TOTAL BEN RECORDS READ:                 0
* TOTAL DPC RECORDS READ:                 12
* TOTAL RECORDS IN ERROR:                 0
*
*****
*
* BUDGET ENTITIES SELECTED:
*   1-9: 43
*  10-18:
*  19-27:
*
*****

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