

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: ADMIN SERVICES PGM				73010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				73010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SALARY RATE				000000
SALARY RATE.....	14,426,518			
	=====	=====	=====	
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND				
-STATE	11,461,535			1000 1
-MATCH	243,119			1000 2
TOTAL GENERAL REVENUE FUND	11,704,654			1000
	=====	=====	=====	
FEDERAL GRANTS TRUST FUND				
-FEDERL	472,385			2261 3
-RECPNT	4,135,494			2261 9
TOTAL FEDERAL GRANTS TRUST FUND	4,607,879			2261
	=====	=====	=====	
OPERATING TRUST FUND				
-STATE	2,497,163			2510 1
	=====	=====	=====	
TOTAL POSITIONS.....	285.00			
TOTAL APPRO.....	18,809,696			
	=====	=====	=====	
OTHER PERSONAL SERVICES				030000
OPERATING TRUST FUND				
-STATE	73,740			2510 1
	=====	=====	=====	
EXPENSES				040000
GENERAL REVENUE FUND				
-STATE	499,430			1000 1
-MATCH	14,771			1000 2
TOTAL GENERAL REVENUE FUND	514,201			1000
	=====	=====	=====	
FEDERAL GRANTS TRUST FUND				
-FEDERL	28,674			2261 3
-RECPNT	433,052			2261 9
TOTAL FEDERAL GRANTS TRUST FUND	461,726			2261
	=====	=====	=====	
OPERATING TRUST FUND				
-STATE	1,346,164			2510 1
	=====	=====	=====	

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: ADMIN SERVICES PGM				73010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				73010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
EXPENSES				040000
TOTAL APPRO.....		2,322,091		
OPERATING CAPITAL OUTLAY				060000
GENERAL REVENUE FUND -STATE		106,929		1000 1
OPERATING TRUST FUND -STATE		117,985		2510 1
TOTAL APPRO.....		224,914		
SPECIAL CATEGORIES				100000
TRANS TO DIV ADM HEARINGS				100565
FEDERAL GRANTS TRUST FUND -FEDERL		1,151,971		2261 3
OPERATING TRUST FUND -STATE		21,557		2510 1
-MATCH		593,439		2510 2
TOTAL OPERATING TRUST FUND		614,996		2510
TOTAL APPRO.....		1,766,967		
CONTRACTED SERVICES				100777
GENERAL REVENUE FUND -STATE		356,383		1000 1
FEDERAL GRANTS TRUST FUND -RECPNT		281,028		2261 9
OPERATING TRUST FUND -STATE		1,053,170		2510 1
TOTAL APPRO.....		1,690,581		
RISK MANAGEMENT INSURANCE				103241
GENERAL REVENUE FUND -STATE		117,260		1000 1
FEDERAL GRANTS TRUST FUND -RECPNT		6,514		2261 9
OPERATING TRUST FUND -STATE		93,374		2510 1

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: ADMIN SERVICES PGM				73010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				73010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				100000
RISK MANAGEMENT INSURANCE				103241
TOTAL APPRO.....	217,148			
=====				
TR/DMS/HR SVCS/STW CONTRCT				107040
GENERAL REVENUE FUND -STATE	1,678,543			1000 1
=====				
FEDERAL GRANTS TRUST FUND -FEDERL	6,993			2261 3
-FEDERL				
-RECPNT	165,241			2261 9

TOTAL FEDERAL GRANTS TRUST FUND	172,234			2261
=====				
OPERATING TRUST FUND -STATE	288,499			2510 1
=====				
TOTAL APPRO.....	2,139,276			
=====				
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	285.00			
TOTAL ISSUE.....	27,244,413			
TOTAL SALARY RATE.....	14,426,518			
=====				
ADJUSTMENT TO STATE HEALTH				
INSURANCE PREMIUM CONTRIBUTION -				
FISCAL YEAR 2008-09				1001800
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	28,014			1000 1
-MATCH	595			1000 2

TOTAL GENERAL REVENUE FUND	28,609			1000
=====				
FEDERAL GRANTS TRUST FUND -FEDERL	1,155			2261 3
-FEDERL				
-RECPNT	10,110			2261 9

TOTAL FEDERAL GRANTS TRUST FUND	11,265			2261
=====				
OPERATING TRUST FUND -STATE	6,106			2510 1
=====				

	COL A03		COL A04		COL A05		CODES
	AGY REQUEST FY 2009-10	POS	AGY REQ N/R FY 2009-10	POS	AG REQ ANZ FY 2009-10	POS	
REVENUE, DEPARTMENT OF							73000000
PGM: ADMIN SERVICES PGM							73010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>							73010100
GOV OPERATIONS/SUPPORT							16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>							<u>1602.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
ADJUSTMENT TO STATE HEALTH							
INSURANCE PREMIUM CONTRIBUTION -							
FISCAL YEAR 2008-09							1001800
SALARIES AND BENEFITS							010000
TOTAL APPRO.....		45,980					
=====							
ADJUSTMENT TO STATE LIFE AND							
DISABILITY INSURANCE CONTRIBUTION							
RATES - FISCAL YEAR 2008-09							1001910
SALARIES AND BENEFITS							010000
GENERAL REVENUE FUND	-STATE	5,365-					1000 1
	-MATCH	114-					1000 2

TOTAL GENERAL REVENUE FUND		5,479-					1000
=====							
FEDERAL GRANTS TRUST FUND	-FEDERL	221-					2261 3
	-RECPNT	1,937-					2261 9

TOTAL FEDERAL GRANTS TRUST FUND		2,158-					2261
=====							
OPERATING TRUST FUND	-STATE	1,170-					2510 1
=====							
TOTAL APPRO.....		8,807-					
=====							
ADJUSTMENTS TO CURRENT YEAR							
ESTIMATED EXPENDITURES							1600000
REAPPROVAL OF BUDGET AMENDMENT TO							
REALIGN HUMAN RESOURCE CONTRACT							
COSTS FROM INFORMATION SERVICES TO							
ADMINISTRATIVE SERVICES - ADD							160F050
SPECIAL CATEGORIES							100000
TR/DMS/HR SVCS/STW CONTRCT							107040
GENERAL REVENUE FUND	-STATE	5,970					1000 1
=====							

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: ADMIN SERVICES PGM				73010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				73010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
ADJUSTMENTS TO CURRENT YEAR				
ESTIMATED EXPENDITURES				1600000
REAPPROVAL OF BUDGET AMENDMENT TO				
REALIGN HUMAN RESOURCE CONTRACT				
COSTS FROM INFORMATION SERVICES TO				
ADMINISTRATIVE SERVICES - ADD				160F050

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE: IT COMPONENT? NO
 During the 2008 Legislative session, the Legislature established 15 new positions in the Department's Information Services Program. These positions were established with a standard appropriation of \$398 per position in order to pay for the associated human resources contract costs. The total amount funded was \$5,970 in General Revenue. This amount was appropriated in the Information Services Program budget entity. The Department historically funds its entire human resources obligations under the Administrative Services Program budget entity. This issue is a technical issue transferring the human resources contract appropriation from the Information Services Program to the Administrative Services Program. This is a re-approval of budget amendment 2009-73-08.

INTRA-AGENCY REORGANIZATIONS				1800000
PROPERTY TAX OVERSIGHT PROGRAM				
INITIATIVES - REALIGNMENT - DEDUCT				1802440
SALARY RATE				000000
SALARY RATE.....	163,910-			
	=====	=====	=====	
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND	3.00-			
-STATE	221,069-			1000 1
	=====	=====	=====	
TOTAL: PROPERTY TAX OVERSIGHT PROGRAM				1802440
INITIATIVES - REALIGNMENT - DEDUCT				
TOTAL POSITIONS.....	3.00-			
TOTAL ISSUE.....	221,069-			
TOTAL SALARY RATE.....	163,910-			
	=====	=====	=====	

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE: IT COMPONENT? NO
 This technical amendment provides for the realignment of workforce with the Property Tax Oversight (PTO) program to reflect current workload. The PTO program is organized by process and its functions are appropriated at the service

COL A03		COL A04		COL A05		CODES
AGY REQUEST FY 2009-10	POS	AGY REQ N/R FY 2009-10	POS	AG REQ ANZ FY 2009-10	POS	
REVENUE, DEPARTMENT OF						73000000
PGM: ADMIN SERVICES PGM						73010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>						73010100
GOV OPERATIONS/SUPPORT						16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>						<u>1602.00.00.00</u>
INTRA-AGENCY REORGANIZATIONS						1800000
PROPERTY TAX OVERSIGHT PROGRAM						
INITIATIVES - REALIGNMENT - DEDUCT						1802440

level. Periodically, the program reassesses the deployment of staff and then reassigns them to maximize productivity.

This realignment of staff was actually reflected in FY 2007-08 budget amendment 2008-73-28 (EOG #Q0034) as well as in FY 2008-09 budget amendment 2009-73-15 to realign its appropriation to reflect its current processes. The changes were not maintained in the FY 2008-09 appropriations act; therefore the Department is submitting the realignment issue.

This issue will have no impact on actual services being delivered but will more accurately capture the costs of each service performed.

POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A03 - AGY REQUEST FY 2009-10							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
2236 GOVERNMENT OPERATIONS CONSULTANT II							
00216 001	1.00-	53,783-		17,908-	71,691-	0.00	71,691-
7738 SENIOR ATTORNEY							
00916 001	1.00-	52,951-		19,248-	72,199-	0.00	72,199-
01048 001	1.00-	57,176-		20,003-	77,179-	0.00	77,179-

TOTALS FOR ISSUE BY FUND							
1000 GENERAL REVENUE FUND							221,069-
	3.00-	163,910-		57,159-	221,069-		221,069-
	=====	=====	=====	=====	=====		=====

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: ADMIN SERVICES PGM				73010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				73010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
NONRECURRING EXPENDITURES				2100000
REDUCTION IN SALARIES AND BENEFITS				2103065
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND	-STATE	42,911		1000 1
=====				
PRICE LEVEL INCREASES				2300000
BUILDING RENTAL FOR PRIVATELY OWNED				
OFFICE SPACE - PRIOR YEAR UNFUNDED				2302200
EXPENSES				040000
OPERATING TRUST FUND	-STATE	5,623		2510 1
=====				

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

This issue requests \$1,321,852 for funding the projected increases in private leases within the Department. For Fiscal Year 2008-09, the Department will lease a total of 1,438,249 square feet of office and storage space. The Department leases office space from private owners and from the Department of Management Services (DMS). Currently, the Department administers seventy-six (76) leases, many of which provide collocated program office space. Although most of these leases are in Florida, the Department leases a total of seven (7) facilities in six (6) other states as part of its nationwide General Tax Administration (GTA) function. Private leases account for 83% of total office space occupied.

Fiscal Year 2009-10 annualized lease cost is estimated to total \$27,742,213. No new additional service centers are projected for the remaining years of the five-year plan. Two major factors will continue to impact the cost of the Department's future lease commitments. Historically, the Department's strategy for leasing office space has focused on maximizing renewal options and minimizing rate increases associated with renewal options. This practice benefits the Department by obtaining long term commitments at favorable rates, while allowing for lease termination if the rate structure becomes disadvantageous for the Department. Most renewal options are necessarily accompanied with a minimal rate increase, which increases the Department's total cost for leasing office space.

The second factor is one whose impact has intensified in recent years. For leases without unexercised renewal options or with disadvantageous renewal options, the Department must go through a competitive bidding process to reacquire the needed space. Recent experiences gauging the commercial lease market through the bidding process has resulted in significant increases in rental rates. We attribute this trend to the unprecedented increase in property values, increased property taxes and extremely elevated insurance premiums throughout Florida in recent years. Unfortunately, this trend will continue to adversely affect the Department's leasing costs as older leases expire.

In last year's budget request, the Department requested \$640,952 for FY 2008-09. These cost increases were not funded by the Legislature. During the 2008 Legislative session the Department closed 6 offices as part of its reduction plan which impacted some of the projected need as outlined in last year's request. Additionally, some of the assumptions made on

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: ADMIN SERVICES PGM				73010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				73010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
PRICE LEVEL INCREASES				2300000
BUILDING RENTAL FOR PRIVATELY OWNED				
OFFICE SPACE - PRIOR YEAR UNFUNDED				2302200

lease renewals in FY 2008-09 varied slightly upon actual execution. For these reasons, the amount requested in FY 2009-10 is not simply a matter of adding last year's unfunded request to the current year request. Ultimately, the two year impact of private lease increases is \$1,321,852. As the Department implements operational reductions in many areas of service, the inability to maintain a base level of funding for lease payments essentially becomes another reduction issue for the Department.

The private lease increases by program are as follows:

		FY 2008-09	FY 2009-10	Total Request
Administrative Services Program:	\$ 4,945	\$678		\$5,623
Property Tax Oversight Program:	\$0		\$0	\$0
Child Support Enforcement Program:	\$ 215,923	\$577,705	\$793,628	
General Tax Administration Program:	\$ 400,444	\$114,674	\$515,118	
Information Services Program:	\$ 855	\$6,628		\$7,483
Department of Revenue				\$1,321,852

UNITED STATES POSTAGE INCREASE		2302300
EXPENSES		040000
OPERATING TRUST FUND	-STATE	1,670
		2510 1
=====		

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

The Department operates a significant mail services process in both the General Tax Administration Program and the Child Support Enforcement Program with smaller amounts in other programs. During FY 2007-08, the Department expended \$6,430,708 on postage. The Department requested \$176,651 during FY 2008-09 to cover the increase in postage costs for that year. The request was not funded by the Legislature. During FY 2009-10, the rates are expected to increase by an additional \$293,935. This issue requests an increase in Expense category funding of \$470,586 to cover the increased cost of postage for FY2008-09 and FY 2009-10.

In the past, the United States Postal Service (USPS) established new postal rates by specific actions by its Board of

	COL A03		COL A04		COL A05		CODES
	AGY REQUEST FY 2009-10	POS	AGY REQ N/R FY 2009-10	POS	AG REQ ANZ FY 2009-10	POS	
REVENUE, DEPARTMENT OF							73000000
PGM: ADMIN SERVICES PGM							73010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>							73010100
GOV OPERATIONS/SUPPORT							16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>							<u>1602.00.00.00</u>
PRICE LEVEL INCREASES							2300000
UNITED STATES POSTAGE INCREASE							2302300

Governors. New Federal rules allow the postal service to increase rates each July based upon the current Consumer Price Index (CPI) without formal action from its Board of Governors. The first increase of this kind occurred in July 2008 with an increase of 2.9%. The Congressional Budget Office projects a 4.0% CPI increase in January 2009. The Department estimates the USPS will increase rates by that percentage effective July 2009. Therefore, the Department requests an increase in appropriation of 6.9% above FY 2007-08 actual expenditures or \$470,586.

Without an increase in postage the Department would have to reduce communications with taxpayers and clients of the Child Support Enforcement Program. This could take the form of reduced Taxpayer Information Pamphlets (TIP's), curtailment of delinquent tax notices, or notices of child support obligations to pay going to non-custodial parents. Ultimately, a reduction in out-going mail could negatively impact tax collections and child support collections.

RELOCATION - CO-LOCATION OF DEPARTMENT OF REVENUE STAFF TO SOUTHWOOD COMPLEX EXPENSES							2302320 040000
GENERAL REVENUE FUND	-STATE	2,896,867	2,351,627				1000 1
	-MATCH	376,243	376,243				1000 2
TOTAL GENERAL REVENUE FUND		3,273,110	2,727,870				1000
FEDERAL GRANTS TRUST FUND	-FEDERL	730,354	730,354				2261 3
TOTAL APPRO.....		4,003,464	3,458,224				
OPERATING CAPITAL OUTLAY							060000
GENERAL REVENUE FUND	-STATE	9,023,699	9,023,699				1000 1
	-MATCH	1,265,554	1,265,554				1000 2
TOTAL GENERAL REVENUE FUND		10,289,253	10,289,253				1000
FEDERAL GRANTS TRUST FUND	-FEDERL	2,456,663	2,456,663				2261 3
TOTAL APPRO.....		12,745,916	12,745,916				

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: ADMIN SERVICES PGM				73010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				73010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
PRICE LEVEL INCREASES				2300000
RELOCATION - CO-LOCATION OF				
DEPARTMENT OF REVENUE STAFF TO				
SOUTHWOOD COMPLEX				2302320
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
GENERAL REVENUE FUND	-STATE	2,856,376	2,827,270	1000 1
	-MATCH	244,497	244,497	1000 2
TOTAL GENERAL REVENUE FUND		3,100,873	3,071,767	1000
FEDERAL GRANTS TRUST FUND	-FEDERL	474,611	474,611	2261 3
TOTAL APPRO.....		3,575,484	3,546,378	
TOTAL: RELOCATION - CO-LOCATION OF				2302320
DEPARTMENT OF REVENUE STAFF TO				
SOUTHWOOD COMPLEX				
TOTAL ISSUE.....		20,324,864	19,750,518	

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE: IT COMPONENT? NO

The Department of Revenue (DOR) is requesting funding in the amount of \$20,324,864 (\$16,663,236 General Revenue and \$3,661,628 Federal Trust) in order to successfully complete its move to the new facilities currently being built for the Department at the Capital Center Office Complex (CCOC). This funding will provide for the furniture, equipment, installation and other moving costs for 2,231 employees to move from 15 different buildings located within Tallahassee to one campus located at Southwood. \$19,750,518 of this request is non-recurring.

In March 2005, DOR submitted a business case to the Florida Legislature to co-locate all of Revenue's 17 Tallahassee offices to the Capital Center Office Complex (CCOC) at Southwood. This move would result in reducing DOR's gross number of square feet from 478,430 to 436,309, a savings of 42,121 (9%) total square feet. The business case was based on rent and utility savings (estimated at approximately \$1 million in the first full year of occupancy) generated from co-locating all facilities in less space than is currently occupied, as well as savings resulting from a reduced need for fleet, copiers, and other office equipment. The new campus will also provide a better quality work environment for employees. This move will also encompass the final migration of the remaining DOR Data Center equipment from the Carlton Building to the Shared Resource Center at the CCOC.

In Fiscal Year 2005-06, the Florida Legislature appropriated \$1 million to the Department of Management Services (DMS) for preliminary building design. In Fiscal Year 2006-07, \$114 million (\$18 million GR and \$96 million bonded debt) was appropriated to DMS for construction of new facilities for Revenue. The initial site plans, developed by DMS, envisioned

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: ADMIN SERVICES PGM				73010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				73010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
PRICE LEVEL INCREASES				2300000
RELOCATION - CO-LOCATION OF				
DEPARTMENT OF REVENUE STAFF TO				
SOUTHWOOD COMPLEX				2302320

four (4) buildings, however due to the security requirements for the remittance processing building, the density of employees in a combined Revenue call center, required placement of holding ponds on the site, and parking restrictions, it was determined during the initial site planning phase that only three (3) buildings would fit on the parcel.

To more efficiently utilize available space, DMS modified the site configuration to two five-story prototype buildings and one two-story prototype building. This modification in the site plan resulted in less gross square footage for office space, allowing Revenue to consolidate only 15 of the 17 current buildings, leaving approximately 352 employees that would not co-locate to Southwood. These employees are located in the following facilities: Building L at 5050 W. Tennessee Street, a warehouse located on Blountstown Highway, and the Service Center currently located on Allen Road.

During the 2006-2007 legislative session, DMS obtained permission to sell bonds to construct this campus. Construction is currently underway and all of the buildings will be ready for occupancy approximately in March of 2010. These building will become the new DMS prototypes and will be delivered to Revenue as shells absent of any furnishings.

The move to Southwood will dramatically alter our foot print in Leon County. This downsizing will make DOR fully compliant with the State of Florida's work smart initiative per Section 60H-2.0021(4)(b)(i), Florida Administrative Code, with a limit of 180 square feet per full time equivalent (FTE.) Currently 2,231 employees will be moving and all but 70 individuals will be housed in modular workstations. The work stations are designed to be a modest 8' x 8' in size with call center workstations measuring 5' x 5'. These modular workstations need to last a minimum of 15 years. All of the private offices, of which there will only be 70, will measure 10' x 11'. Due to their small size, these offices will have to have built-in type furniture. As a result of the limited number of offices, and the minimal size of those offices, it will not be feasible for DOR to relocate its existing furnishings to the new locations.

It is important to note that all amounts are preliminary, based on informal estimates. Formal quotes will not be received until Spring 2009. These costs are summarized below:

Modular furniture	\$11,470,966
Office furniture	\$3,458,224
Installation of modular and office furniture	\$2,472,000
Conference and training room equipment	\$302,832
Installation of conference/training equipment	\$32,400
Security equipment	\$270,000
Installation of security equipment	\$32,400
Communication equipment	\$730,980
Exercise room	\$14,472
Appliances	\$174,234
Fleet consolidation	\$62,159
PC Assembly workstations	\$9,828

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: ADMIN SERVICES PGM				73010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				73010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
PRICE LEVEL INCREASES				2300000
RELOCATION - CO-LOCATION OF				
DEPARTMENT OF REVENUE STAFF TO				
SOUTHWOOD COMPLEX				2302320
Centrex lines and cables		\$103,733		
Mailroom consolidation		\$13,277		
Document Retrieval System		\$85,000		
Moving costs		\$518,013		
Subtotal:		\$19,750,518		
Recurring Costs:				
5510 Firewall maintenance		\$330		
Infinistream Network Analysis Maintenance		\$12,000		
MAN connection for printers		\$16,776		
Rent Increase - Print production		\$440,000		
Rent Increase - SRC		\$12,840		
Rent Increase - NWRDC		\$92,400		
Subtotal:		\$574,346		
Total:		\$20,324,864		

In accordance with Section 287.064, Florida Statutes, DOR can pursue financing the procurement of commodities necessary for the move to Southwood. We have begun working closely with the Department of Financial Services to explore the possibility of obtaining the necessary financing. Currently the Consolidated Financing Program (CFP) does not allow the financing of contractual services and items not considered master equipment. The estimates shown below represent the annual nonrecurring amounts that would be required should the financing option be pursued. These amounts reflect an anticipated 3% interest rate.

Fiscal Year 2009-10	\$6,034,888 (includes \$4,305,908 for items and contractual services that cannot be financed)
Fiscal Year 2010-11	\$3,457,960
Fiscal Year 2011-12	\$3,457,960
Fiscal Year 2012-13	\$3,457,960
Fiscal Year 2013-14	\$3,457,960
Fiscal Year 2014-15	\$1,845,099

When DOR moves to the CCOC and vacates the Carlton and Bloxham buildings, the state will have options regarding what to do with these vacated buildings. The buildings will be available to relocate other agencies from facilities with private leases to these state-owned buildings which will result in a cost savings to the state. Another option is that the buildings will be available for possible disposition which will generate revenue for the state.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: ADMIN SERVICES PGM				73010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				73010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
PRICE LEVEL INCREASES				2300000
RELOCATION - CO-LOCATION OF				
DEPARTMENT OF REVENUE STAFF TO				
SOUTHWOOD COMPLEX				2302320

If funding is not received for this issue DOR will continue to operate from numerous locations spread throughout Tallahassee and will not realize the \$1 million in rent and utility savings which is projected upon the first full year of occupancy at the consolidated location. In addition, the new facilities will most likely remain vacant unless DMS is able to identify alternative tenants (another state agency) that can utilize the space. Even if this is case, the alternative tenants will require funding to redesign the space to meet their program needs and funds to accomplish their move. In most cases, modular furnishings will need to be utilized in order to gain the efficiencies which this building is designed to produce.

Regardless of whether DOR is able to move to the new campus, the state is required to pay the principal and interest on the bonds issued to build the campus. This debt service amount totals \$5.8 million annually. If the buildings remain unoccupied, no rental income will be received to cover the annual debt service costs.

ANNUALIZATION OF ADMINISTERED FUNDS APPROPRIATIONS				26A0000
STATE HEALTH INSURANCE PREMIUM CONTRIBUTION - 10 MONTHS				
ANNUALIZATION				26A1800
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND	-STATE	140,070		1000 1
	-MATCH	2,975		1000 2
TOTAL GENERAL REVENUE FUND		143,045		1000
FEDERAL GRANTS TRUST FUND	-FEDERL	5,775		2261 3
	-RECPNT	50,550		2261 9
TOTAL FEDERAL GRANTS TRUST FUND		56,325		2261
OPERATING TRUST FUND	-STATE	30,530		2510 1
TOTAL APPRO.....		229,900		

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: ADMIN SERVICES PGM				73010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				73010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
ANNUALIZATION OF ADMINISTERED				
FUNDS APPROPRIATIONS				26A0000
LIFE AND DISABILITY INSURANCE				
REDUCTION - 6 MONTHS ANNUALIZATION				26A2000
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND	-STATE	5,365-		1000 1
	-MATCH	114-		1000 2

TOTAL GENERAL REVENUE FUND		5,479-		1000
		=====		
FEDERAL GRANTS TRUST FUND	-FEDERL	221-		2261 3
	-RECPNT	1,937-		2261 9

TOTAL FEDERAL GRANTS TRUST FUND		2,158-		2261
		=====		
OPERATING TRUST FUND	-STATE	1,170-		2510 1

TOTAL APPRO.....		8,807-		
		=====		
PROPERTY TAX OVERSIGHT PROGRAM				4600000
HOUSE BILL 1B PROPERTY TAX RELIEF				4600080
SPECIAL CATEGORIES				100000
TR/DMS/HR SVCS/STW CONTRCT				107040
GENERAL REVENUE FUND	-STATE	4,010		1000 1
		=====		

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE: IT COMPONENT? NO
 Multiple property tax reform packages which passed during the 2007 and 2008 legislative sessions placed new and additional responsibilities on the Department of Revenue's Property Tax Oversight Program without providing any additional resources or staffing to implement and oversee the provisions of these new laws. The department is requesting a total of \$735,719 in General Revenue funds for Salaries and Benefits (\$620,589) for 10 positions, associated expenses (\$101,120), operating capital outlay (\$10,000) and human resource services (\$4,010) in support of these new laws. Of this total amount, \$44,120 is nonrecurring in Fiscal Year 2010-2011.

House Bill 1B (2007-321, L.O.F.) gives the program new aid and assistance and oversight responsibilities which include verifying that more than 600 local governments properly calculate their maximum millage rates and that they properly advertise and hold annual budget adoption hearings that are open to the public. Noncompliance by a local government could result in the loss of its cent revenue sharing distribution for one year. A recent survey of local taxing

COL A03		COL A04		COL A05		CODES
AGY REQUEST	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
REVENUE, DEPARTMENT OF						73000000
PGM: ADMIN SERVICES PGM						73010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>						73010100
GOV OPERATIONS/SUPPORT						16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>						<u>1602.00.00.00</u>
PROPERTY TAX OVERSIGHT PROGRAM						4600000
HOUSE BILL 1B PROPERTY TAX RELIEF						4600080

authorities highlighted the significant difficulty many local governments are facing when trying to reach staff from the Property Tax Oversight Program or when trying to find answers to their questions on millage rates and budget hearings due to the overwhelming new workload required by House Bill 1B.

Under Senate Bill 4D (2007-338 & 339, L.O.F.), the Department has the responsibility to monitor the implementation and administration of homestead portability, a new tangible personal property tax exemption, a 10% assessment cap on all nonhomestead property, an expanded homestead exemption, and provide aid and assistance to county Property Appraisers to ensure the Amendment is implemented timely, correctly and uniformly. Senate Bill 1588 (2008-173, L.O.F.) made further changes to the state's property tax system and millage-levying process that requires further oversight and aid and assistance by the program.

House Bill 909 (2008-197, L.O.F.) significantly expands the program's oversight roll of local Value Adjustment Boards and requires the program to develop and provide training to Value Adjustment Board members, Value Adjustment Board attorneys, special magistrates and the general public, in addition to developing and implementing uniform policies and procedures that are to be used statewide. Historically, the program did not oversee the value adjustment board process. Consequently, the program does not have any staff knowledgeable about or dedicated to this very complex area of the property tax system.

The Property Tax Oversight program redirected existing staff to assist with data entering the thousands of forms submitted by local governments to verify compliance with the new millage levying process. However, the program has only a handful of professional staff in Tallahassee who possess the knowledge, experience or skills necessary to assist with the new oversight and aid and assistance requirements of HB1B, HB909, SB4D, and SB1588. Moreover, all of these professional staff are already dedicated full time to handling the program's traditional oversight and aid and assistance functions such as the review and approval of the county property tax rolls, and responding to inquiries from property appraisers and citizens on exemptions, property valuations, refunds, tangible personal property, valuation and exemption appeals, and other issues. The program has no additional resources that can be redirected to handle the additional workload of the new legislation.

The Department is requesting 10 additional positions to ensure that local governments comply with the new legislation, that local governments avoid the loss of their Revenue Sharing distribution, that citizens receive the benefits of Amendment 1, and that taxpayers receive fair and impartial hearings from Value Adjustment Boards throughout Florida. A summary of the positions and their responsibilities is provided below.

To address the workload requirements of House Bill 1B Local Government Millage Levying and Budget Adoption Process:

Two (2) Tax Law Specialists to provide aid and assistance and training to more than 600 local governments, and to review compliance with millage levying and budget adoption requirements. The workload in the Truth in Millage (TRIM) section has increased by more than 300 percent with the passage of House Bill 1B and these positions are needed to properly train local governments on the annual changes to the millage levying process and to verify compliance in a timely manner.

COL A03		COL A04		COL A05		CODES
AGY REQUEST	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
REVENUE, DEPARTMENT OF						73000000
PGM: ADMIN SERVICES PGM						73010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>						73010100
GOV OPERATIONS/SUPPORT						16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>						<u>1602.00.00.00</u>
PROPERTY TAX OVERSIGHT PROGRAM						4600000
HOUSE BILL 1B PROPERTY TAX RELIEF						4600080

One (1) Distributed Computer Systems Analyst (this position will also support the responsibilities generated by Amendment 1) to develop and maintain e-portals that can be used by local governments and the Property Tax Oversight Program to transmit and share information in an electronic format, which would significantly reduce or eliminate the need for paper forms that are prone to calculation errors and that take much longer to process. This FTE would also develop and maintain reports on local government compliance and data required by the Revenue Estimating Conference.

One (1) Senior Database Analyst (this position will also support the responsibilities generated by Amendment 1) to develop and maintain a multi-year database of Truth in Millage (TRIM) submissions and local government budgets and millage rates, which is necessary to accurately and timely determine compliance and to provide critical data to the Revenue Estimating Conference. This position also would ensure that systems are in place to link, manage and analyze critical Property Tax Oversight Program data from other processes, such as roll evaluation and approval, Property Tax Oversight Program's annual data and tax book, central assessments, property appraiser and tax collector budgets, and aid and assistance.

To address the workload requirements of Senate Bill 4D and Senate Bill 1588 Amendment 1 Property Tax Reform:

One (1) Tax Law Specialist that would serve as the program's in-house subject matter expert on homestead exemptions and portability, and the non-homestead assessment increase limitation. This position would assist property appraisers with implementing and interpreting the provisions of Amendment 1, as well as respond to inquiries from citizens, businesses and the media. The number of calls and e-mails received by the program has doubled since the passage of Amendment 1 in January 2008.

One (1) Government Analyst II to analyze and assess the county tax rolls to verify that property appraisers are correctly implementing the provisions of Amendment 1 and ensure that taxpayers are appropriately receiving the benefits of this legislation. The program does not currently have the resources or expertise available to analyze 67 tax rolls containing more than 11 million parcels of property each year for Amendment 1 oversight and compliance.

The Distributed Computer Systems Analyst and Senior Database Analyst (shared with HB1B) will develop the technological infrastructure required by the program to manage, analyze and report Amendment 1 data from the county tax rolls and to provide the Revenue Estimating Conference with information on the amendment's impact on local government revenues, as required by SB1588. These positions also would be used to provide property appraisers with an online database that could be used to verify homesteaded property in other counties, which is necessary when a homesteader moves from one county to another and wishes to transfer their Save Our Homes assessment limitation difference to the new homestead.

To address to workload requirements of House Bill 909 Value Adjustment Board Oversight:

Two (2) Tax Law Specialists to provide aid and assistance and training to value adjustment board members and special magistrates and to monitor and oversee value adjustment boards to ensure they are appropriately using the Department's uniform policies, procedures and forms. The program has not traditionally had an oversight role with value adjustment boards, so it doesn't have any resources or staff with the knowledge or expertise in this area. The program needs these positions to serve as subject matter experts on value adjustment boards and to respond to taxpayer inquiries.

One (1) Attorney to provide aid and assistance and training to value adjustment boards, special magistrates and

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: ADMIN SERVICES PGM				73010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				73010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
PROPERTY TAX OVERSIGHT PROGRAM				4600000
HOUSE BILL 1B PROPERTY TAX RELIEF				4600080

value adjustment board attorneys. As value adjustment boards serve a quasi-judicial function, an attorney is needed to be the subject matter expert on hearing procedures, as well as on issues relating to findings of fact and conclusions of law. In addition, only an attorney can properly interpret and provide guidance on Florida statutes, particularly those relating to exemptions and classified uses of property.

One (1) Revenue Program Administrator to manage the program's value adjustment board aid & assistance and oversight activities, including training for Value Adjustment Board members, special magistrates and attorneys; development and implementation of uniform policies and procedures, the use of standardized forms, technical assistance, and taxpayer assistance.

ADJUSTMENT OF ANNUAL PAYMENT TO THE				
DIVISION OF ADMINISTRATIVE HEARINGS				4600100
SPECIAL CATEGORIES				100000
TRANS TO DIV ADM HEARINGS				100565
FEDERAL GRANTS TRUST FUND -FEDERL	104,024-			2261 3
	=====	=====	=====	
OPERATING TRUST FUND -STATE	60,254			2510 1
-MATCH	53,587-			2510 2
	-----	-----	-----	
TOTAL OPERATING TRUST FUND	6,667			2510
	=====	=====	=====	
TOTAL APPRO.....	97,357-			
	=====	=====	=====	

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

The Department of Revenue (department) is appropriated an annual amount to reimburse the Division of Administrative Hearings (DOAH) for its services to the Department. These services include some personnel and other hearings. With the implementation of administrative paternity establishment in the Child Support Enforcement Program (CSE), a significant portion of the Department's costs are directly attributed to CSE.

In order to reduce the burden on state taxpayers and fully utilize Federal funding participation in child support enforcement services, the Department identifies the CSE portion of the bill and assigns those costs using fund source indicators (FSI) of 2 (Operating Trust Fund) and 3 (Federal Grants Trust Fund). The portion that remains is appropriated using a fund source indicator of 1(Operating Trust Fund). These funding amounts and associated FSI must be adjusted annually.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: ADMIN SERVICES PGM				73010000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>				73010100
GOV OPERATIONS/SUPPORT				16
<u>EXEC LEADERSHIP/SUPPRT SVC</u>				<u>1602.00.00.00</u>
TOTAL: EXEC LEADERSHIP/SUPPRT SVC				<u>1602.00.00.00</u>
BY FUND TYPE				
GENERAL REVENUE FUND	31,133,724	16,088,890		1000
TRUST FUNDS	16,435,577	3,661,628		2000
TOTAL POSITIONS.....	282.00			
TOTAL PROG COMP.....	47,569,301	19,750,518		
TOTAL SALARY RATE.....	14,262,608			
	=====	=====	=====	

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
<u>COMPLIANCE DETERMINATION</u>				73200500
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SALARY RATE				000000
SALARY RATE.....	5,078,597			
=====				
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	6,497,869			1000 1
CERTIFICATION PROGRAM TF -STATE	50,000			2092 1

TOTAL POSITIONS.....	111.00			
TOTAL APPRO.....	6,547,869			
=====				
OTHER PERSONAL SERVICES				030000
GENERAL REVENUE FUND -STATE	12,455			1000 1
=====				
EXPENSES				040000
GENERAL REVENUE FUND -STATE	1,355,253			1000 1
=====				
OPERATING CAPITAL OUTLAY				060000
GENERAL REVENUE FUND -STATE	16,012			1000 1
=====				
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
GENERAL REVENUE FUND -STATE	601,393			1000 1
=====				
RISK MANAGEMENT INSURANCE				103241
GENERAL REVENUE FUND -STATE	72,982			1000 1
=====				

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
<u>COMPLIANCE DETERMINATION</u>				73200500
<u>GOV OPERATIONS/SUPPORT</u>				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	111.00			
TOTAL ISSUE.....		8,605,964		
TOTAL SALARY RATE.....		5,078,597		
=====				
ADJUSTMENT TO STATE HEALTH				
INSURANCE PREMIUM CONTRIBUTION -				
FISCAL YEAR 2008-09				1001800
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE		19,640		1000 1
CERTIFICATION PROGRAM TF -STATE		150		2092 1
TOTAL APPRO.....		19,790		
=====				
ADJUSTMENT TO STATE LIFE AND				
DISABILITY INSURANCE CONTRIBUTION				
RATES - FISCAL YEAR 2008-09				1001910
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE		1,995-		1000 1
CERTIFICATION PROGRAM TF -STATE		16-		2092 1
TOTAL APPRO.....		2,011-		
=====				

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
<u>COMPLIANCE DETERMINATION</u>				73200500
<u>GOV OPERATIONS/SUPPORT</u>				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
INTRA-AGENCY REORGANIZATIONS				1800000
PROPERTY TAX OVERSIGHT PROGRAM				
INITIATIVES - REALIGNMENT - DEDUCT				1802420
SALARY RATE				000000
SALARY RATE.....	803,878-			
	=====	=====	=====	
SALARIES AND BENEFITS				010000
	14.00-			
GENERAL REVENUE FUND		-STATE	1,075,414-	1000 1
	=====	=====	=====	
TOTAL: PROPERTY TAX OVERSIGHT PROGRAM				1802420
INITIATIVES - REALIGNMENT - DEDUCT				
TOTAL POSITIONS.....	14.00-			
TOTAL ISSUE.....		1,075,414-		
TOTAL SALARY RATE.....	803,878-			
	=====	=====	=====	

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE: IT COMPONENT? NO

This technical amendment provides for the realignment of workforce with the Property Tax Oversight (PTO) program to reflect current workload. The PTO program is organized by process and its functions are appropriated at the service level. Periodically, the program reassesses the deployment of staff and then reassigns them to maximize productivity.

This realignment of staff was actually reflected in FY 2007-08 budget amendment 2008-73-28 (EOG #Q0034) as well as in FY 2008-09 budget amendment 2009-73-15 to realign its appropriation to reflect its current processes. The changes were not maintained in the FY 2008-09 appropriations act; therefore the Department is submitting the realignment issue.

This issue will have no impact on actual services being delivered but will more accurately capture the costs of each service performed.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
<u>COMPLIANCE DETERMINATION</u>				73200500
<u>GOV OPERATIONS/SUPPORT</u>				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
INTRA-AGENCY REORGANIZATIONS				1800000
PROPERTY TAX OVERSIGHT PROGRAM				
INITIATIVES - REALIGNMENT - DEDUCT				1802420

POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A03 - AGY REQUEST FY 2009-10							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
0712 ADMINISTRATIVE ASSISTANT II							
00581 001	1.00-	31,996-		14,049-	46,045-	0.00	46,045-
1705 SENIOR TAX SPECIALIST							
00538 001	1.00-	40,948-		15,634-	56,582-	0.00	56,582-
02339 001	1.00-	44,966-		16,346-	61,312-	0.00	61,312-
02346 001	1.00-	59,555-		18,930-	78,485-	0.00	78,485-
2098 WEB PAGE DESIGN SPECIALIST							
02631 001	1.00-	27,926-		13,327-	41,253-	0.00	41,253-
3206 ECONOMIST							
00569 001	1.00-	33,536-		14,321-	47,857-	0.00	47,857-
0714 ADMINISTRATIVE ASSISTANT III - SES							
00531 001	1.00-	49,443-		18,617-	68,060-	0.00	68,060-
1707 REVENUE PROGRAM ADMINISTRATOR I - SES							
00539 001	1.00-	87,432-		25,424-	112,856-	0.00	112,856-
00563 001	1.00-	57,000-		19,973-	76,973-	0.00	76,973-
00584 001	1.00-	89,686-		25,828-	115,514-	0.00	115,514-
02586 001	1.00-	61,000-		20,690-	81,690-	0.00	81,690-
8575 INTRA-DEPARTMENTAL PROJECTS ADMIN-REV							
00606 001	1.00-	60,439-		20,589-	81,028-	0.00	81,028-
00796 001	1.00-	52,000-		19,076-	71,076-	0.00	71,076-
9903 PROPERTY TAX ADMINISTRATION PROGRAM DIR							
00530 001	1.00-	107,951-		28,732-	136,683-	0.00	136,683-

TOTALS FOR ISSUE BY FUND							
1000 GENERAL REVENUE FUND							1,075,414-
	14.00-	803,878-		271,536-	1,075,414-		1,075,414-
	=====	=====	=====	=====	=====		=====

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
<u>COMPLIANCE DETERMINATION</u>				73200500
<u>GOV OPERATIONS/SUPPORT</u>				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
INTRA-AGENCY REORGANIZATIONS				1800000
PROPERTY TAX OVERSIGHT PROGRAM				
INITIATIVES - REALIGNMENT - ADD				1802430
SALARY RATE				000000
SALARY RATE.....	1,248,511			
	=====	=====	=====	
SALARIES AND BENEFITS				010000
	31.00			
GENERAL REVENUE FUND				1000 1
-STATE	1,733,931			
	=====	=====	=====	
TOTAL: PROPERTY TAX OVERSIGHT PROGRAM				1802430
INITIATIVES - REALIGNMENT - ADD				
TOTAL POSITIONS.....	31.00			
TOTAL ISSUE.....	1,733,931			
TOTAL SALARY RATE.....	1,248,511			
	=====	=====	=====	

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

This technical amendment provides for the realignment of workforce with the Property Tax Oversight (PTO) program to reflect current workload. The PTO program is organized by process and its functions are appropriated at the service level. Periodically, the program reassesses the deployment of staff and then reassigns them to maximize productivity.

This realignment of staff was actually reflected in FY 2007-08 budget amendment 2008-73-28 (EOG #Q0034) as well as in FY 2008-09 budget amendment 2009-73-15 to realign its appropriation to reflect its current processes. The changes were not maintained in the FY 2008-09 appropriations act; therefore the Department is submitting the realignment issue.

This issue will have no impact on actual services being delivered but will more accurately capture the costs of each service performed.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
<u>COMPLIANCE DETERMINATION</u>				73200500
<u>GOV OPERATIONS/SUPPORT</u>				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
INTRA-AGENCY REORGANIZATIONS				1800000
PROPERTY TAX OVERSIGHT PROGRAM				
INITIATIVES - REALIGNMENT - ADD				1802430

POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A03 - AGY REQUEST FY 2009-10							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
0108 ADMINISTRATIVE SECRETARY							
01314 001	1.00	22,454		12,358	34,812	0.00	34,812
01315 001	1.00	29,512		13,608	43,120	0.00	43,120
0120 STAFF ASSISTANT							
00543 001	1.00	23,483		12,539	36,022	0.00	36,022
00551 001	1.00	26,556		13,085	39,641	0.00	39,641
01081 001	1.00	26,207		13,022	39,229	0.00	39,229
0709 ADMINISTRATIVE ASSISTANT I							
00580 001	1.00	25,479		12,893	38,372	0.00	38,372
1510 TAX AUDITOR IV							
00486 001	1.00	38,660		15,228	53,888	0.00	53,888
00524 001	1.00	39,652		15,404	55,056	0.00	55,056
00592 001	1.00	39,652		15,404	55,056	0.00	55,056
00610 001	1.00	39,652		15,404	55,056	0.00	55,056
00677 001	1.00	42,802		15,962	58,764	0.00	58,764
00682 001	1.00	44,422		16,250	60,672	0.00	60,672
02575 001	1.00	39,305		15,343	54,648	0.00	54,648
02576 001	1.00	41,143		15,668	56,811	0.00	56,811
02579 001	1.00	41,760		15,778	57,538	0.00	57,538
02581 001	1.00	41,760		15,778	57,538	0.00	57,538
1699 REVENUE SPECIALIST I							
01312 001	1.00	36,198		14,793	50,991	0.00	50,991
1703 TAX SPECIALIST I							
00310 001	1.00	37,822		15,079	52,901	0.00	52,901
1704 TAX SPECIALIST II							
02338 001	1.00	39,399		15,360	54,759	0.00	54,759
1705 SENIOR TAX SPECIALIST							
02289 001	1.00	40,948		15,634	56,582	0.00	56,582
02516 001	1.00	47,234		16,748	63,982	0.00	63,982
02601 001	1.00	45,798		16,494	62,292	0.00	62,292
4461 SENIOR APPRAISER							

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
<u>COMPLIANCE DETERMINATION</u>				73200500
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
INTRA-AGENCY REORGANIZATIONS				1800000
PROPERTY TAX OVERSIGHT PROGRAM				
INITIATIVES - REALIGNMENT - ADD				1802430

POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A03 - AGY REQUEST FY 2009-10							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
02003 001	1.00	45,485		16,438	61,923	0.00	61,923
02213 001	1.00	45,859		16,504	62,363	0.00	62,363
02340 001	1.00	45,929		16,517	62,446	0.00	62,446
02433 001	1.00	47,434		16,783	64,217	0.00	64,217
02441 001	1.00	50,633		17,349	67,982	0.00	67,982
4470 APPRAISER I							
00483 001	1.00	39,908		15,450	55,358	0.00	55,358
1707 REVENUE PROGRAM ADMINISTRATOR I - SES							
00541 001	1.00	56,279		19,842	76,121	0.00	76,121
8575 INTRA-DEPARTMENTAL PROJECTS ADMIN-REV							
02341 001	1.00	50,522		18,811	69,333	0.00	69,333
02573 001	1.00	56,564		19,894	76,458	0.00	76,458
TOTALS FOR ISSUE BY FUND							
1000 GENERAL REVENUE FUND							1,733,931
	31.00	1,248,511		485,420	1,733,931		1,733,931

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
<u>COMPLIANCE DETERMINATION</u>				73200500
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
NONRECURRING EXPENDITURES				2100000
REDUCTION IN SALARIES AND BENEFITS				2103065
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	20,946			1000 1
=====				
PRICE LEVEL INCREASES				2300000
UNITED STATES POSTAGE INCREASE				2302300
EXPENSES				040000
GENERAL REVENUE FUND -STATE	828			1000 1
=====				

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE: IT COMPONENT? NO

The Department operates a significant mail services process in both the General Tax Administration Program and the Child Support Enforcement Program with smaller amounts in other programs. During FY 2007-08, the Department expended \$6,430,708 on postage. The Department requested \$176,651 during FY 2008-09 to cover the increase in postage costs for that year. The request was not funded by the Legislature. During FY 2009-10, the rates are expected to increase by an additional \$293,935. This issue requests an increase in Expense category funding of \$470,586 to cover the increased cost of postage for FY2008-09 and FY 2009-10.

In the past, the United States Postal Service (USPS) established new postal rates by specific actions by its Board of Governors. New Federal rules allow the postal service to increase rates each July based upon the current Consumer Price Index (CPI) without formal action from its Board of Governors. The first increase of this kind occurred in July 2008 with an increase of 2.9%. The Congressional Budget Office projects a 4.0% CPI increase in January 2009. The Department estimates the USPS will increase rates by that percentage effective July 2009. Therefore, the Department requests an increase in appropriation of 6.9% above FY 2007-08 actual expenditures or \$470,586.

Without an increase in postage the Department would have to reduce communications with taxpayers and clients of the Child Support Enforcement Program. This could take the form of reduced Taxpayer Information Pamphlets (TIP's), curtailment of delinquent tax notices, or notices of child support obligations to pay going to non-custodial parents. Ultimately, a reduction in out-going mail could negatively impact tax collections and child support collections.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
<u>COMPLIANCE DETERMINATION</u>				73200500
<u>GOV OPERATIONS/SUPPORT</u>				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ANNUALIZATION OF ADMINISTERED				
FUNDS APPROPRIATIONS				26A0000
STATE HEALTH INSURANCE PREMIUM				
CONTRIBUTION - 10 MONTHS				
ANNUALIZATION				26A1800
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	98,200			1000 1
CERTIFICATION PROGRAM TF -STATE	750			2092 1
TOTAL APPRO.....	98,950			
=====				
LIFE AND DISABILITY INSURANCE				
REDUCTION - 6 MONTHS ANNUALIZATION				26A2000
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	1,995-			1000 1
CERTIFICATION PROGRAM TF -STATE	16-			2092 1
TOTAL APPRO.....	2,011-			
=====				
FUND SHIFT				3400000
PROPERTY TAX OVERSIGHT PROGRAM				
INITIATIVES - FUND SHIFT				
CERTIFICATION TRUST FUND - DEDUCT				3403140
SALARIES AND BENEFITS				010000
CERTIFICATION PROGRAM TF -STATE	50,868-			2092 1
=====				

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

The Department of Revenue is requesting a fund shift of \$ 50,868 from Budget Entity 73200500 Compliance Determination to Budget Entity 73200700 Compliance Support.

As part of last years General Revenue reductions, the Department of Revenue shifted \$ 200,000 out of General Revenue and into the Certification Program Trust Fund 2092 to cover the Salaries and Benefits of the Department of Revenue staff that provides training support for Local Government Officials. Inadvertently, \$ 50,868 was appropriated to Budget Entity 73200500 Compliance Determination, but should have been appropriated to Budget Entity 73200700 Compliance Support.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
<u>COMPLIANCE DETERMINATION</u>				73200500
<u>GOV OPERATIONS/SUPPORT</u>				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
FUND SHIFT				3400000
PROPERTY TAX OVERSIGHT PROGRAM				
INITIATIVES - FUND SHIFT				
CERTIFICATION TRUST FUND - DEDUCT				3403140

This is a re-approval of budget amendment 2009-73-06.

POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A03 - AGY REQUEST FY 2009-10							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
OTHER SALARY AMOUNT							
2092 CERTIFICATION PROGRAM TF							50,868-

							50,868-
							=====

TOTAL: GOVERNMENTAL OPERATIONS							<u>1601.00.00.00</u>
BY FUND TYPE							
GENERAL REVENUE FUND.....	128.00						
SALARY RATE.....		9,350,105					1000
		5,523,230					
	=====	=====					

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
COMPLIANCE ASSISTANCE				73200700
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SALARY RATE				000000
SALARY RATE.....	2,683,234			
=====				
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	3,610,128			1000 1
CERTIFICATION PROGRAM TF -STATE	150,000			2092 1

TOTAL POSITIONS.....	63.00			
TOTAL APPRO.....	3,760,128			
=====				
OTHER PERSONAL SERVICES				030000
GENERAL REVENUE FUND -STATE	9,715			1000 1
=====				
EXPENSES				040000
GENERAL REVENUE FUND -STATE	132,459			1000 1
=====				
AID TO LOCAL GOVERNMENTS				050000
AERIAL PHOTO AND MAPPING				050021
GENERAL REVENUE FUND -STATE	450,000			1000 1
CERTIFICATION PROGRAM TF -STATE	876,266			2092 1

TOTAL APPRO.....	1,326,266			
=====				
GIS MAPPING GRANT PROGRAM				050142
GENERAL REVENUE FUND -STATE	75,000			1000 1
=====				
COUNTY TAX FORMS				050343
GENERAL REVENUE FUND -STATE	105,000			1000 1
=====				

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
COMPLIANCE ASSISTANCE				73200700
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				100000
PROP APP/TAX COLL CERT PRG				100049
CERTIFICATION PROGRAM TF -STATE		485,000		2092 1
CONTRACTED SERVICES				100777
GENERAL REVENUE FUND -STATE		572,600		1000 1
RISK MANAGEMENT INSURANCE				103241
GENERAL REVENUE FUND -STATE		33,776		1000 1
FISC CONSTRAINED COUNTIES				107039
GENERAL REVENUE FUND -STATE		10,000,000		1000 1
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	63.00			
TOTAL ISSUE.....	16,499,944			
TOTAL SALARY RATE.....	2,683,234			
ADJUSTMENT TO STATE HEALTH				
INSURANCE PREMIUM CONTRIBUTION -				
FISCAL YEAR 2008-09				1001800
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE		10,162		1000 1
CERTIFICATION PROGRAM TF -STATE		422		2092 1
TOTAL APPRO.....		10,584		

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
COMPLIANCE ASSISTANCE				73200700
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
ESTIMATED EXPENDITURES				1000000
ADJUSTMENT TO STATE LIFE AND				
DISABILITY INSURANCE CONTRIBUTION				
RATES - FISCAL YEAR 2008-09				1001910
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE		1,689-		1000 1
CERTIFICATION PROGRAM TF -STATE		70-		2092 1
TOTAL APPRO.....		1,759-		
INTRA-AGENCY REORGANIZATIONS				1800000
PROPERTY TAX OVERSIGHT PROGRAM				
INITIATIVES - REALIGNMENT - DEDUCT				1802420
SALARY RATE				000000
SALARY RATE.....		1,248,511-		
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE		31.00-		1000 1
		1,733,931-		
TOTAL: PROPERTY TAX OVERSIGHT PROGRAM				1802420
INITIATIVES - REALIGNMENT - DEDUCT				
TOTAL POSITIONS.....		31.00-		
TOTAL ISSUE.....		1,733,931-		
TOTAL SALARY RATE.....		1,248,511-		

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

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	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
COMPLIANCE ASSISTANCE				73200700
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
INTRA-AGENCY REORGANIZATIONS				1800000
PROPERTY TAX OVERSIGHT PROGRAM				
INITIATIVES - REALIGNMENT - DEDUCT				1802420

POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A03 - AGY REQUEST FY 2009-10							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
0108 ADMINISTRATIVE SECRETARY							
01314 001	1.00-	22,454-		12,358-	34,812-	0.00	34,812-
01315 001	1.00-	29,512-		13,608-	43,120-	0.00	43,120-
0120 STAFF ASSISTANT							
00543 001	1.00-	23,483-		12,539-	36,022-	0.00	36,022-
00551 001	1.00-	26,556-		13,085-	39,641-	0.00	39,641-
01081 001	1.00-	26,207-		13,022-	39,229-	0.00	39,229-
0709 ADMINISTRATIVE ASSISTANT I							
00580 001	1.00-	25,479-		12,893-	38,372-	0.00	38,372-
1510 TAX AUDITOR IV							
00486 001	1.00-	38,660-		15,228-	53,888-	0.00	53,888-
00524 001	1.00-	39,652-		15,404-	55,056-	0.00	55,056-
00592 001	1.00-	39,652-		15,404-	55,056-	0.00	55,056-
00610 001	1.00-	39,652-		15,404-	55,056-	0.00	55,056-
00677 001	1.00-	42,802-		15,962-	58,764-	0.00	58,764-
00682 001	1.00-	44,422-		16,250-	60,672-	0.00	60,672-
02575 001	1.00-	39,305-		15,343-	54,648-	0.00	54,648-
02576 001	1.00-	41,143-		15,668-	56,811-	0.00	56,811-
02579 001	1.00-	41,760-		15,778-	57,538-	0.00	57,538-
02581 001	1.00-	41,760-		15,778-	57,538-	0.00	57,538-
1699 REVENUE SPECIALIST I							
01312 001	1.00-	36,198-		14,793-	50,991-	0.00	50,991-
1703 TAX SPECIALIST I							
00310 001	1.00-	37,822-		15,079-	52,901-	0.00	52,901-
1704 TAX SPECIALIST II							
02338 001	1.00-	39,399-		15,360-	54,759-	0.00	54,759-
1705 SENIOR TAX SPECIALIST							
02289 001	1.00-	40,948-		15,634-	56,582-	0.00	56,582-
02516 001	1.00-	47,234-		16,748-	63,982-	0.00	63,982-
02601 001	1.00-	45,798-		16,494-	62,292-	0.00	62,292-
4461 SENIOR APPRAISER							

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
COMPLIANCE ASSISTANCE				73200700
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
INTRA-AGENCY REORGANIZATIONS				1800000
PROPERTY TAX OVERSIGHT PROGRAM				
INITIATIVES - REALIGNMENT - DEDUCT				1802420

POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A03 - AGY REQUEST FY 2009-10							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
02003 001	1.00-	45,485-		16,438-	61,923-	0.00	61,923-
02213 001	1.00-	45,859-		16,504-	62,363-	0.00	62,363-
02340 001	1.00-	45,929-		16,517-	62,446-	0.00	62,446-
02433 001	1.00-	47,434-		16,783-	64,217-	0.00	64,217-
02441 001	1.00-	50,633-		17,349-	67,982-	0.00	67,982-
4470 APPRAISER I							
00483 001	1.00-	39,908-		15,450-	55,358-	0.00	55,358-
1707 REVENUE PROGRAM ADMINISTRATOR I - SES							
00541 001	1.00-	56,279-		19,842-	76,121-	0.00	76,121-
8575 INTRA-DEPARTMENTAL PROJECTS ADMIN-REV							
02341 001	1.00-	50,522-		18,811-	69,333-	0.00	69,333-
02573 001	1.00-	56,564-		19,894-	76,458-	0.00	76,458-
TOTALS FOR ISSUE BY FUND							
1000 GENERAL REVENUE FUND							1,733,931-
	31.00-	1,248,511-		485,420-	1,733,931-		1,733,931-

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
COMPLIANCE ASSISTANCE				73200700
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
INTRA-AGENCY REORGANIZATIONS				1800000
PROPERTY TAX OVERSIGHT PROGRAM				
INITIATIVES - REALIGNMENT - ADD				1802430
SALARY RATE				000000
SALARY RATE.....	803,878			
=====				
SALARIES AND BENEFITS				010000
	14.00			
GENERAL REVENUE FUND -STATE	1,075,414			1000 1
=====				
TOTAL: PROPERTY TAX OVERSIGHT PROGRAM				1802430
INITIATIVES - REALIGNMENT - ADD				
TOTAL POSITIONS.....	14.00			
TOTAL ISSUE.....	1,075,414			
TOTAL SALARY RATE.....	803,878			
=====				

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE: IT COMPONENT? NO

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This realignment of staff was actually reflected in FY 2007-08 budget amendment 2008-73-28 (EOG #Q0034) as well as in FY 2008-09 budget amendment 2009-73-15 to realign its appropriation to reflect its current processes. The changes were not maintained in the FY 2008-09 appropriations act; therefore the Department is submitting the realignment issue.

This issue will have no impact on actual services being delivered but will more accurately capture the costs of each service performed.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
COMPLIANCE ASSISTANCE				73200700
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
INTRA-AGENCY REORGANIZATIONS				1800000
PROPERTY TAX OVERSIGHT PROGRAM				
INITIATIVES - REALIGNMENT - ADD				1802430

POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A03 - AGY REQUEST FY 2009-10							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
0712 ADMINISTRATIVE ASSISTANT II							
00581 001	1.00	31,996		14,049	46,045	0.00	46,045
1705 SENIOR TAX SPECIALIST							
00538 001	1.00	40,948		15,634	56,582	0.00	56,582
02339 001	1.00	44,966		16,346	61,312	0.00	61,312
02346 001	1.00	59,555		18,930	78,485	0.00	78,485
2098 WEB PAGE DESIGN SPECIALIST							
02631 001	1.00	27,926		13,327	41,253	0.00	41,253
3206 ECONOMIST							
00569 001	1.00	33,536		14,321	47,857	0.00	47,857
0714 ADMINISTRATIVE ASSISTANT III - SES							
00531 001	1.00	49,443		18,617	68,060	0.00	68,060
1707 REVENUE PROGRAM ADMINISTRATOR I - SES							
00539 001	1.00	87,432		25,424	112,856	0.00	112,856
00563 001	1.00	57,000		19,973	76,973	0.00	76,973
00584 001	1.00	89,686		25,828	115,514	0.00	115,514
02586 001	1.00	61,000		20,690	81,690	0.00	81,690
8575 INTRA-DEPARTMENTAL PROJECTS ADMIN-REV							
00606 001	1.00	60,439		20,589	81,028	0.00	81,028
00796 001	1.00	52,000		19,076	71,076	0.00	71,076
9903 PROPERTY TAX ADMINISTRATION PROGRAM DIR							
00530 001	1.00	107,951		28,732	136,683	0.00	136,683

TOTALS FOR ISSUE BY FUND							
1000 GENERAL REVENUE FUND							1,075,414
	14.00	803,878		271,536	1,075,414		1,075,414
	=====	=====	=====	=====	=====		=====

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
COMPLIANCE ASSISTANCE				73200700
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
INTRA-AGENCY REORGANIZATIONS				1800000
PROPERTY TAX OVERSIGHT PROGRAM				
INITIATIVES - REALIGNMENT - ADD				1802450
SALARY RATE				000000
SALARY RATE.....	163,910			
=====				
SALARIES AND BENEFITS				010000
	3.00			
GENERAL REVENUE FUND -STATE	221,069			1000 1
=====				
TOTAL: PROPERTY TAX OVERSIGHT PROGRAM				1802450
INITIATIVES - REALIGNMENT - ADD				
TOTAL POSITIONS.....	3.00			
TOTAL ISSUE.....	221,069			
TOTAL SALARY RATE.....	163,910			
=====				

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

This technical amendment provides for the realignment of workforce with the Property Tax Oversight (PTO) program to reflect current workload. The PTO program is organized by process and its functions are appropriated at the service level. Periodically, the program reassesses the deployment of staff and then reassigns them to maximize productivity.

This realignment of staff was actually reflected in FY 2007-08 budget amendment 2008-73-28 (EOG #Q0034) as well as in FY 2008-09 budget amendment 2009-73-15 to realign its appropriation to reflect its current processes. The changes were not maintained in the FY 2008-09 appropriations act; therefore the Department is submitting the realignment issue.

This issue will have no impact on actual services being delivered but will more accurately capture the costs of each service performed.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
COMPLIANCE ASSISTANCE				73200700
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
INTRA-AGENCY REORGANIZATIONS				1800000
PROPERTY TAX OVERSIGHT PROGRAM				
INITIATIVES - REALIGNMENT - ADD				1802450

POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A03 - AGY REQUEST FY 2009-10							
CHANGES TO CURRENTLY AUTHORIZED POSITIONS							
2236 GOVERNMENT OPERATIONS CONSULTANT II							
00216 001	1.00	53,783		17,908	71,691	0.00	71,691
7738 SENIOR ATTORNEY							
00916 001	1.00	52,951		19,248	72,199	0.00	72,199
01048 001	1.00	57,176		20,003	77,179	0.00	77,179
TOTALS FOR ISSUE BY FUND							
1000 GENERAL REVENUE FUND							221,069
	3.00	163,910		57,159	221,069		221,069

NONRECURRING EXPENDITURES		2100000
FISCALLY CONSTRAINED COUNTIES -		
AD VALOREM TAX		2103066
SPECIAL CATEGORIES		100000
FISC CONSTRAINED COUNTIES		107039
GENERAL REVENUE FUND -STATE	10,000,000-	1000 1

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
COMPLIANCE ASSISTANCE				73200700
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
PRICE LEVEL INCREASES				2300000
UNITED STATES POSTAGE INCREASE				2302300
EXPENSES				040000
GENERAL REVENUE FUND				1000 1
-STATE		568		

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

The Department operates a significant mail services process in both the General Tax Administration Program and the Child Support Enforcement Program with smaller amounts in other programs. During FY 2007-08, the Department expended \$6,430,708 on postage. The Department requested \$176,651 during FY 2008-09 to cover the increase in postage costs for that year. The request was not funded by the Legislature. During FY 2009-10, the rates are expected to increase by an additional \$293,935. This issue requests an increase in Expense category funding of \$470,586 to cover the increased cost of postage for FY2008-09 and FY 2009-10.

In the past, the United States Postal Service (USPS) established new postal rates by specific actions by its Board of Governors. New Federal rules allow the postal service to increase rates each July based upon the current Consumer Price Index (CPI) without formal action from its Board of Governors. The first increase of this kind occurred in July 2008 with an increase of 2.9%. The Congressional Budget Office projects a 4.0% CPI increase in January 2009. The Department estimates the USPS will increase rates by that percentage effective July 2009. Therefore, the Department requests an increase in appropriation of 6.9% above FY 2007-08 actual expenditures or \$470,586.

Without an increase in postage the Department would have to reduce communications with taxpayers and clients of the Child Support Enforcement Program. This could take the form of reduced Taxpayer Information Pamphlets (TIP's), curtailment of delinquent tax notices, or notices of child support obligations to pay going to non-custodial parents. Ultimately, a reduction in out-going mail could negatively impact tax collections and child support collections.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
COMPLIANCE ASSISTANCE				73200700
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
ANNUALIZATION OF ADMINISTERED				
FUNDS APPROPRIATIONS				26A0000
STATE HEALTH INSURANCE PREMIUM				
CONTRIBUTION - 10 MONTHS				
ANNUALIZATION				26A1800
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	50,810			1000 1
CERTIFICATION PROGRAM TF -STATE	2,110			2092 1
TOTAL APPRO.....	52,920			
=====				
LIFE AND DISABILITY INSURANCE				
REDUCTION - 6 MONTHS ANNUALIZATION				26A2000
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	1,689-			1000 1
CERTIFICATION PROGRAM TF -STATE	70-			2092 1
TOTAL APPRO.....	1,759-			
=====				
FUND SHIFT				3400000
PROPERTY TAX OVERSIGHT PROGRAM				
INITIATIVES - FUND SHIFT				
CERTIFICATION TRUST FUND - ADD				3403130
SALARIES AND BENEFITS				010000
CERTIFICATION PROGRAM TF -STATE	50,868			2092 1
=====				

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

The Department of Revenue is requesting a fund shift of \$ 50,868 from Budget Entity 73200500 Compliance Determination to Budget Entity 73200700 Compliance Support.

As part of last years General Revenue reductions, the Department of Revenue shifted \$ 200,000 out of General Revenue and into the Certification Program Trust Fund 2092 to cover the Salaries and Benefits of the Department of Revenue staff that provides training support for Local Government Officials. Inadvertently, \$ 50,868 was appropriated to Budget Entity 73200500 Compliance Determination, but should have been appropriated to Budget Entity 73200700 Compliance Support.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
COMPLIANCE ASSISTANCE				73200700
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
PROPERTY TAX OVERSIGHT PROGRAM				4600000
HOUSE BILL 1B PROPERTY TAX RELIEF				4600080
OPERATING CAPITAL OUTLAY				060000
GENERAL REVENUE FUND -STATE	10,000	10,000		1000 1
TOTAL: HOUSE BILL 1B PROPERTY TAX RELIEF				4600080
TOTAL POSITIONS.....	10.00			
TOTAL ISSUE.....	731,709	44,120		
TOTAL SALARY RATE.....	453,498			

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

Multiple property tax reform packages which passed during the 2007 and 2008 legislative sessions placed new and additional responsibilities on the Department of Revenue's Property Tax Oversight Program without providing any additional resources or staffing to implement and oversee the provisions of these new laws. The department is requesting a total of \$735,719 in General Revenue funds for Salaries and Benefits (\$620,589) for 10 positions, associated expenses (\$101,120), operating capital outlay (\$10,000) and human resource services (\$4,010) in support of these new laws. Of this total amount, \$44,120 is nonrecurring in Fiscal Year 2010-2011.

House Bill 1B (2007-321, L.O.F.) gives the program new aid and assistance and oversight responsibilities which include verifying that more than 600 local governments properly calculate their maximum millage rates and that they properly advertise and hold annual budget adoption hearings that are open to the public. Noncompliance by a local government could result in the loss of its cent revenue sharing distribution for one year. A recent survey of local taxing authorities highlighted the significant difficulty many local governments are facing when trying to reach staff from the Property Tax Oversight Program or when trying to find answers to their questions on millage rates and budget hearings due to the overwhelming new workload required by House Bill 1B.

Under Senate Bill 4D (2007-338 & 339, L.O.F.), the Department has the responsibility to monitor the implementation and administration of homestead portability, a new tangible personal property tax exemption, a 10% assessment cap on all nonhomestead property, an expanded homestead exemption, and provide aid and assistance to county Property Appraisers to ensure the Amendment is implemented timely, correctly and uniformly. Senate Bill 1588 (2008-173, L.O.F.) made further changes to the state's property tax system and millage-levying process that requires further oversight and aid and assistance by the program.

House Bill 909 (2008-197, L.O.F.) significantly expands the program's oversight roll of local Value Adjustment Boards and requires the program to develop and provide training to Value Adjustment Board members, Value Adjustment Board attorneys, special magistrates and the general public, in addition to developing and implementing uniform policies and procedures that are to be used statewide. Historically, the program did not oversee the value adjustment board process. Consequently, the program does not have any staff knowledgeable about or dedicated to this very complex area of the property tax system.

COL A03		COL A04		COL A05		CODES
AGY REQUEST	AGY REQ N/R	AGY REQ N/R	AGY REQ ANZ	AGY REQUEST	AGY REQ ANZ	
FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
REVENUE, DEPARTMENT OF						73000000
PGM: PROPERTY TAX OVSIGHT						73200000
<u>COMPLIANCE ASSISTANCE</u>						73200700
<u>GOV OPERATIONS/SUPPORT</u>						16
<u>GOVERNMENTAL OPERATIONS</u>						<u>1601.00.00.00</u>
PROPERTY TAX OVERSIGHT PROGRAM						4600000
HOUSE BILL 1B PROPERTY TAX RELIEF						4600080

The Property Tax Oversight program redirected existing staff to assist with data entering the thousands of forms submitted by local governments to verify compliance with the new millage levying process. However, the program has only a handful of professional staff in Tallahassee who possess the knowledge, experience or skills necessary to assist with the new oversight and aid and assistance requirements of HB1B, HB909, SB4D, and SB1588. Moreover, all of these professional staff are already dedicated full time to handling the program's traditional oversight and aid and assistance functions such as the review and approval of the county property tax rolls, and responding to inquiries from property appraisers and citizens on exemptions, property valuations, refunds, tangible personal property, valuation and exemption appeals, and other issues. The program has no additional resources that can be redirected to handle the additional workload of the new legislation.

The Department is requesting 10 additional positions to ensure that local governments comply with the new legislation, that local governments avoid the loss of their Revenue Sharing distribution, that citizens receive the benefits of Amendment 1, and that taxpayers receive fair and impartial hearings from Value Adjustment Boards throughout Florida. A summary of the positions and their responsibilities is provided below.

To address the workload requirements of House Bill 1B Local Government Millage Levying and Budget Adoption Process:

Two (2) Tax Law Specialists to provide aid and assistance and training to more than 600 local governments, and to review compliance with millage levying and budget adoption requirements. The workload in the Truth in Millage (TRIM) section has increased by more than 300 percent with the passage of House Bill 1B and these positions are needed to properly train local governments on the annual changes to the millage levying process and to verify compliance in a timely manner.

One (1) Distributed Computer Systems Analyst (this position will also support the responsibilities generated by Amendment 1) to develop and maintain e-portals that can be used by local governments and the Property Tax Oversight Program to transmit and share information in an electronic format, which would significantly reduce or eliminate the need for paper forms that are prone to calculation errors and that take much longer to process. This FTE would also develop and maintain reports on local government compliance and data required by the Revenue Estimating Conference.

One (1) Senior Database Analyst (this position will also support the responsibilities generated by Amendment 1) to develop and maintain a multi-year database of Truth in Millage (TRIM) submissions and local government budgets and millage rates, which is necessary to accurately and timely determine compliance and to provide critical data to the Revenue Estimating Conference. This position also would ensure that systems are in place to link, manage and analyze critical Property Tax Oversight Program data from other processes, such as roll evaluation and approval, Property Tax Oversight Program's annual data and tax book, central assessments, property appraiser and tax collector budgets, and aid and assistance.

To address the workload requirements of Senate Bill 4D and Senate Bill 1588 Amendment 1 Property Tax Reform:

One (1) Tax Law Specialist that would serve as the program's in-house subject matter expert on homestead exemptions and portability, and the non-homestead assessment increase limitation. This position would assist property

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
COMPLIANCE ASSISTANCE				73200700
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
PROPERTY TAX OVERSIGHT PROGRAM				4600000
HOUSE BILL 1B PROPERTY TAX RELIEF				4600080

appraisers with implementing and interpreting the provisions of Amendment 1, as well as respond to inquiries from citizens, businesses and the media. The number of calls and e-mails received by the program has doubled since the passage of Amendment 1 in January 2008.

One (1) Government Analyst II to analyze and assess the county tax rolls to verify that property appraisers are correctly implementing the provisions of Amendment 1 and ensure that taxpayers are appropriately receiving the benefits of this legislation. The program does not currently have the resources or expertise available to analyze 67 tax rolls containing more than 11 million parcels of property each year for Amendment 1 oversight and compliance.

The Distributed Computer Systems Analyst and Senior Database Analyst (shared with HB1B) will develop the technological infrastructure required by the program to manage, analyze and report Amendment 1 data from the county tax rolls and to provide the Revenue Estimating Conference with information on the amendment's impact on local government revenues, as required by SB1588. These positions also would be used to provide property appraisers with an online database that could be used to verify homesteaded property in other counties, which is necessary when a homesteader moves from one county to another and wishes to transfer their Save Our Homes assessment limitation difference to the new homestead.

To address to workload requirements of House Bill 909 Value Adjustment Board Oversight:

Two (2) Tax Law Specialists to provide aid and assistance and training to value adjustment board members and special magistrates and to monitor and oversee value adjustment boards to ensure they are appropriately using the Department's uniform policies, procedures and forms. The program has not traditionally had an oversight role with value adjustment boards, so it doesn't have any resources or staff with the knowledge or expertise in this area. The program needs these positions to serve as subject matter experts on value adjustment boards and to respond to taxpayer inquiries.

One (1) Attorney to provide aid and assistance and training to value adjustment boards, special magistrates and value adjustment board attorneys. As value adjustment boards serve a quasi-judicial function, an attorney is needed to be the subject matter expert on hearing procedures, as well as on issues relating to findings of fact and conclusions of law. In addition, only an attorney can properly interpret and provide guidance on Florida statutes, particularly those relating to exemptions and classified uses of property.

One (1) Revenue Program Administrator to manage the program's value adjustment board aid & assistance and oversight activities, including training for Value Adjustment Board members, special magistrates and attorneys; development and implementation of uniform policies and procedures, the use of standardized forms, technical assistance, and taxpayer assistance.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
COMPLIANCE ASSISTANCE				73200700
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
PROPERTY TAX OVERSIGHT PROGRAM				4600000
HOUSE BILL 1B PROPERTY TAX RELIEF				4600080

POSITION DETAIL OF SALARIES AND BENEFITS:

	FTE	BASE RATE	ADDITIVES	BENEFITS	SUBTOTAL	LAPSE %	LAPSED SALARIES AND BENEFITS
A03 - AGY REQUEST FY 2009-10							
NEW POSITIONS							
1709 TAX LAW SPECIALIST							
N0001 001	1.00	46,382		16,597	62,979	0.00	62,979
N0002 001	1.00	46,382		16,597	62,979	0.00	62,979
N0003 001	1.00	46,382		16,597	62,979	0.00	62,979
N0004 001	1.00	46,382		16,597	62,979	0.00	62,979
N0005 001	1.00	46,382		16,597	62,979	0.00	62,979
2052 DISTRIBUTED COMPUTER SYSTEMS ANALYST							
N0006 001	1.00	36,468		14,840	51,308	0.00	51,308
2122 SENIOR DATA BASE ANALYST							
N0007 001	1.00	43,507		16,087	59,594	0.00	59,594
2225 GOVERNMENT ANALYST II							
N0008 001	1.00	46,381		16,597	62,978	0.00	62,978
1707 REVENUE PROGRAM ADMINISTRATOR I - SES							
N0010 001	1.00	56,148		19,820	75,968	0.00	75,968
7736 ATTORNEY							
N0009 001	1.00	39,084		16,762	55,846	0.00	55,846

TOTALS FOR ISSUE BY FUND							
1000 GENERAL REVENUE FUND							620,589
	10.00	453,498		167,091	620,589		620,589
	=====	=====	=====	=====	=====		=====

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: PROPERTY TAX OVSIGHT				73200000
COMPLIANCE ASSISTANCE				73200700
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				<u>1601.00.00.00</u>
TOTAL: GOVERNMENTAL OPERATIONS				<u>1601.00.00.00</u>
BY FUND TYPE				
GENERAL REVENUE FUND	5,341,101	44,120		1000
TRUST FUNDS	1,564,526			2000
TOTAL POSITIONS.....	59.00			
TOTAL PROG COMP.....	6,905,627	44,120		
TOTAL SALARY RATE.....	2,856,009			
	=====	=====	=====	

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
CASE PROCESSING				73300600
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SALARY RATE				000000
SALARY RATE.....	30,207,978			
=====				
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -MATCH	12,621,054			1000 2
CSE APP FEE & PROG REV TF -MATCH	701,808			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	26,615,556			2261 3
TOTAL POSITIONS.....	1,043.00			
TOTAL APPRO.....	39,938,418			
=====				
OTHER PERSONAL SERVICES				030000
GENERAL REVENUE FUND -MATCH	59,699			1000 2
CSE APP FEE & PROG REV TF -MATCH	84,936			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	280,762			2261 3
TOTAL APPRO.....	425,397			
=====				
EXPENSES				040000
GENERAL REVENUE FUND -MATCH	3,371,885			1000 2
CHILD SUPPORT INCENTIVE TF-MATCH	290,436			2075 2
CSE APP FEE & PROG REV TF -MATCH	7,014			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	7,133,420			2261 3
TOTAL APPRO.....	10,802,755			
=====				
OPERATING CAPITAL OUTLAY				060000
GENERAL REVENUE FUND -MATCH	65,998			1000 2
CHILD SUPPORT INCENTIVE TF-MATCH	1,734			2075 2
FEDERAL GRANTS TRUST FUND -FEDERL	131,476			2261 3
TOTAL APPRO.....	199,208			
=====				

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
CASE PROCESSING				73300600
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				100000
CSE ANNUAL FEE				101137
GENERAL REVENUE FUND -STATE	1,980,000			1000 1
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH	4,497,116			1000 2
CHILD SUPPORT INCENTIVE TF-MATCH	5,645,913			2075 2
-FEDERL	7,376,861			2075 3
TOTAL CHILD SUPPORT INCENTIVE TF	13,022,774			2075
FEDERAL GRANTS TRUST FUND -FEDERL	33,610,360			2261 3
TOTAL APPRO.....	51,130,250			
RISK MANAGEMENT INSURANCE				103241
GENERAL REVENUE FUND -MATCH	156,418			1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	303,635			2261 3
TOTAL APPRO.....	460,053			
DATA PROCESSING SERVICES				210000
DCF DATA CENTER				210008
GENERAL REVENUE FUND -MATCH	2,246,592			1000 2
CHILD SUPPORT INCENTIVE TF-MATCH	55,745			2075 2
FEDERAL GRANTS TRUST FUND -FEDERL	4,469,239			2261 3
TOTAL APPRO.....	6,771,576			
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	1,043.00			
TOTAL ISSUE.....	111,707,657			
TOTAL SALARY RATE.....	30,207,978			

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
CASE PROCESSING				73300600
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
ESTIMATED EXPENDITURES				1000000
ADJUSTMENT TO STATE HEALTH				
INSURANCE PREMIUM CONTRIBUTION -				
FISCAL YEAR 2008-09				1001800
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -MATCH		29,297		1000 2
CSE APP FEE & PROG REV TF -MATCH		22,739		2104 2
FEDERAL GRANTS TRUST FUND -FEDERL		101,012		2261 3
TOTAL APPRO.....		153,048		
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH		19,556		1000 2
GRANTS AND DONATIONS TF -FEDERL		37,961		2339 3
TOTAL APPRO.....		57,517		
TOTAL: ADJUSTMENT TO STATE HEALTH				1001800
INSURANCE PREMIUM CONTRIBUTION -				
FISCAL YEAR 2008-09				
TOTAL ISSUE.....		210,565		
ADJUSTMENT TO STATE LIFE AND				
DISABILITY INSURANCE CONTRIBUTION				
RATES - FISCAL YEAR 2008-09				1001910
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -MATCH		1,630-		1000 2
CSE APP FEE & PROG REV TF -MATCH		1,881-		2104 2
FEDERAL GRANTS TRUST FUND -FEDERL		6,815-		2261 3
TOTAL APPRO.....		10,326-		

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
CASE PROCESSING				73300600
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
ESTIMATED EXPENDITURES				1000000
ADJUSTMENT TO STATE LIFE AND				
DISABILITY INSURANCE CONTRIBUTION				
RATES - FISCAL YEAR 2008-09				1001910
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH		1,666-		1000 2
GRANTS AND DONATIONS TF -FEDERL		3,234-		2339 3
TOTAL APPRO.....		4,900-		
TOTAL: ADJUSTMENT TO STATE LIFE AND				1001910
DISABILITY INSURANCE CONTRIBUTION				
RATES - FISCAL YEAR 2008-09				
TOTAL ISSUE.....		15,226-		
NONRECURRING EXPENDITURES				2100000
REDUCTION IN SALARIES AND BENEFITS				2103065
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -MATCH		76,316		1000 2
FEDERAL GRANTS TRUST FUND -FEDERL		148,144		2261 3
TOTAL APPRO.....		224,460		
CHILD SUPPORT AUTOMATED MANAGEMENT				2103067
SYSTEM (CAMS) - PHASE II				040000
EXPENSES				
CHILD SUPPORT INCENTIVE TF-MATCH		290,436-		2075 2
FEDERAL GRANTS TRUST FUND -FEDERL		563,786-		2261 3
TOTAL APPRO.....		854,222-		

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
CASE PROCESSING				73300600
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
NONRECURRING EXPENDITURES				2100000
CHILD SUPPORT AUTOMATED MANAGEMENT				2103067
SYSTEM (CAMS) - PHASE II				060000
OPERATING CAPITAL OUTLAY				
CHILD SUPPORT INCENTIVE TF-MATCH	1,734-			2075 2
FEDERAL GRANTS TRUST FUND -FEDERL	3,366-			2261 3
TOTAL APPRO.....	5,100-			
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
CHILD SUPPORT INCENTIVE TF-MATCH	5,645,913-			2075 2
FEDERAL GRANTS TRUST FUND -FEDERL	10,959,713-			2261 3
TOTAL APPRO.....	16,605,626-			
TOTAL: CHILD SUPPORT AUTOMATED MANAGEMENT				2103067
SYSTEM (CAMS) - PHASE II				
TOTAL ISSUE.....	17,464,948-			
IMPLEMENTATION OF RANDOM MOMENT				2103068
SAMPLING FOR THE CLERK OF COURT				100000
DEPOSITORIES				102877
SPECIAL CATEGORIES				
PUR/SVCS-CHILD SUPP ENF				
FEDERAL GRANTS TRUST FUND -FEDERL	6,281,473-			2261 3

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
CASE PROCESSING				73300600
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PRICE LEVEL INCREASES				2300000
BUILDING RENTAL FOR PRIVATELY OWNED				2302200
OFFICE SPACE - PRIOR YEAR UNFUNDED				040000
EXPENSES				
GENERAL REVENUE FUND -MATCH		88,474		1000 2
FEDERAL GRANTS TRUST FUND -FEDERL		171,745		2261 3
TOTAL APPRO.....		260,219		
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH		27,851		1000 2
FEDERAL GRANTS TRUST FUND -FEDERL		54,064		2261 3
TOTAL APPRO.....		81,915		
TOTAL: BUILDING RENTAL FOR PRIVATELY OWNED				2302200
OFFICE SPACE - PRIOR YEAR UNFUNDED				
TOTAL ISSUE.....		342,134		

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

This issue requests \$1,321,852 for funding the projected increases in private leases within the Department. For Fiscal Year 2008-09, the Department will lease a total of 1,438,249 square feet of office and storage space. The Department leases office space from private owners and from the Department of Management Services (DMS). Currently, the Department administers seventy-six (76) leases, many of which provide collocated program office space. Although most of these leases are in Florida, the Department leases a total of seven (7) facilities in six (6) other states as part of its nationwide General Tax Administration (GTA) function. Private leases account for 83% of total office space occupied.

Fiscal Year 2009-10 annualized lease cost is estimated to total \$27,742,213. No new additional service centers are projected for the remaining years of the five-year plan. Two major factors will continue to impact the cost of the Department's future lease commitments. Historically, the Department's strategy for leasing office space has focused on maximizing renewal options and minimizing rate increases associated with renewal options. This practice benefits the Department by obtaining long term commitments at favorable rates, while allowing for lease termination if the rate structure becomes disadvantageous for the Department. Most renewal options are necessarily accompanied with a minimal rate increase, which increases the Department's total cost for leasing office space.

The second factor is one whose impact has intensified in recent years. For leases without unexercised renewal options or

COL A03		COL A04		COL A05		CODES
AGY REQUEST	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
REVENUE, DEPARTMENT OF						73000000
PGM: CHILD SUPPORT ENF PGM						73300000
CASE PROCESSING						73300600
HEALTH AND HUMAN SERVICES						13
SERVICES/MOST VULNERABLE						<u>1304.00.00.00</u>
PRICE LEVEL INCREASES						2300000
BUILDING RENTAL FOR PRIVATELY OWNED						
OFFICE SPACE - PRIOR YEAR UNFUNDED						2302200

with disadvantageous renewal options, the Department must go through a competitive bidding process to reacquire the needed space. Recent experiences gauging the commercial lease market through the bidding process has resulted in significant increases in rental rates. We attribute this trend to the unprecedented increase in property values, increased property taxes and extremely elevated insurance premiums throughout Florida in recent years. Unfortunately, this trend will continue to adversely affect the Department's leasing costs as older leases expire.

In last year's budget request, the Department requested \$640,952 for FY 2008-09. These cost increases were not funded by the Legislature. During the 2008 Legislative session the Department closed 6 offices as part of its reduction plan which impacted some of the projected need as outlined in last year's request. Additionally, some of the assumptions made on lease renewals in FY 2008-09 varied slightly upon actual execution. For these reasons, the amount requested in FY 2009-10 is not simply a matter of adding last year's unfunded request to the current year request. Ultimately, the two year impact of private lease increases is \$1,321,852. As the Department implements operational reductions in many areas of service, the inability to maintain a base level of funding for lease payments essentially becomes another reduction issue for the Department.

The private lease increases by program are as follows:

		FY 2008-09	FY 2009-10	Total Request
Administrative Services Program:	\$ 4,945	\$678		\$5,623
Property Tax Oversight Program:	\$0		\$0	\$0
Child Support Enforcement Program:	\$ 215,923	\$577,705	\$793,628	
General Tax Administration Program:	\$ 400,444	\$114,674	\$515,118	
Information Services Program:	\$ 855	\$6,628		\$7,483
Department of Revenue				\$1,321,852

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
CASE PROCESSING				73300600
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PRICE LEVEL INCREASES				2300000
UNITED STATES POSTAGE INCREASE				2302300
EXPENSES				040000
GENERAL REVENUE FUND -MATCH	34,725			1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	67,407			2261 3
TOTAL APPRO.....	102,132			

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

The Department operates a significant mail services process in both the General Tax Administration Program and the Child Support Enforcement Program with smaller amounts in other programs. During FY 2007-08, the Department expended \$6,430,708 on postage. The Department requested \$176,651 during FY 2008-09 to cover the increase in postage costs for that year. The request was not funded by the Legislature. During FY 2009-10, the rates are expected to increase by an additional \$293,935. This issue requests an increase in Expense category funding of \$470,586 to cover the increased cost of postage for FY2008-09 and FY 2009-10.

In the past, the United States Postal Service (USPS) established new postal rates by specific actions by its Board of Governors. New Federal rules allow the postal service to increase rates each July based upon the current Consumer Price Index (CPI) without formal action from its Board of Governors. The first increase of this kind occurred in July 2008 with an increase of 2.9%. The Congressional Budget Office projects a 4.0% CPI increase in January 2009. The Department estimates the USPS will increase rates by that percentage effective July 2009. Therefore, the Department requests an increase in appropriation of 6.9% above FY 2007-08 actual expenditures or \$470,586.

Without an increase in postage the Department would have to reduce communications with taxpayers and clients of the Child Support Enforcement Program. This could take the form of reduced Taxpayer Information Pamphlets (TIP's), curtailment of delinquent tax notices, or notices of child support obligations to pay going to non-custodial parents. Ultimately, a reduction in out-going mail could negatively impact tax collections and child support collections.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
CASE PROCESSING				73300600
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
ANNUALIZATION OF ADMINISTERED				
FUNDS APPROPRIATIONS				26A0000
STATE HEALTH INSURANCE PREMIUM				
CONTRIBUTION - 10 MONTHS				
ANNUALIZATION				26A1800
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -MATCH	146,485			1000 2
CSE APP FEE & PROG REV TF -MATCH	113,695			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	505,060			2261 3
TOTAL APPRO.....	765,240			
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH	97,780			1000 2
GRANTS AND DONATIONS TF -FEDERL	189,805			2339 3
TOTAL APPRO.....	287,585			
TOTAL: STATE HEALTH INSURANCE PREMIUM				26A1800
CONTRIBUTION - 10 MONTHS				
ANNUALIZATION				
TOTAL ISSUE.....	1,052,825			
LIFE AND DISABILITY INSURANCE				
REDUCTION - 6 MONTHS ANNUALIZATION				26A2000
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -MATCH	1,630-			1000 2
CSE APP FEE & PROG REV TF -MATCH	1,881-			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	6,815-			2261 3
TOTAL APPRO.....	10,326-			

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
CASE PROCESSING				73300600
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
ANNUALIZATION OF ADMINISTERED				
FUNDS APPROPRIATIONS				26A0000
LIFE AND DISABILITY INSURANCE				
REDUCTION - 6 MONTHS ANNUALIZATION				26A2000
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH	1,666-			1000 2
GRANTS AND DONATIONS TF -FEDERL	3,234-			2339 3
TOTAL APPRO.....	4,900-			
TOTAL: LIFE AND DISABILITY INSURANCE				26A2000
REDUCTION - 6 MONTHS ANNUALIZATION				
TOTAL ISSUE.....	15,226-			
FUND SHIFT				3400000
GRANTS AND DONATIONS TRUST FUND TO				
FEDERAL TRUST FUND-DEDUCT				3402050
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GRANTS AND DONATIONS TF -FEDERL	221,298-			2339 3

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

The Grants and Donations Trust Fund 2339 which sunset as of July 2008 was appropriated \$322,934 in error. These dollars should have been appropriated to the Federal Trust Fund 2261 in FY 2009-10.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
CASE PROCESSING				73300600
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
FUND SHIFT				3400000
GRANTS AND DONATIONS TRUST FUND TO				
FEDERAL TRUST FUND-ADD				3402060
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
FEDERAL GRANTS TRUST FUND -FEDERL		221,298		2261 3

AGENCY ISSUE NARRATIVE:				
2009-2010 BUDGET YEAR NARRATIVE: IT COMPONENT? NO				
The Grants and Donations Trust Fund 2339 which sunset as of July 2008 was appropriated \$322,934 in error. These dollars should have been appropriated to the Federal Trust Fund 2261 in FY 2009-10.				

PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0
EXPENSES				040000
GENERAL REVENUE FUND -MATCH		145,483	145,483	1000 2
FEDERAL GRANTS TRUST FUND -FEDERL		282,409	282,409	2261 3
TOTAL APPRO.....		427,892	427,892	

OPERATING CAPITAL OUTLAY				060000
GENERAL REVENUE FUND -MATCH		324,454	324,454	1000 2
FEDERAL GRANTS TRUST FUND -FEDERL		629,822	629,822	2261 3
TOTAL APPRO.....		954,276	954,276	

SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH		493,737	493,737	1000 2
CHILD SUPPORT INCENTIVE TF-MATCH		3,803,320	3,803,320	2075 2
FEDERAL GRANTS TRUST FUND -FEDERL		8,341,346	8,341,346	2261 3

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
CASE PROCESSING				73300600
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
TOTAL APPRO.....	12,638,403	12,638,403		
TOTAL: CHILD SUPPORT AUTOMATED MANAGEMENT				36321C0
SYSTEM (CAMS) - PHASE II				
TOTAL ISSUE.....	14,020,571	14,020,571		

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

The Department of Revenue (Department) requests \$41,236,971 in non-recurring funds (\$10,217,250 General Revenue and \$31,019,721 Trust Funds) to fund the third year of development and enterprise costs associated with the Child Support Enforcement Automated Management System (CAMS) Phase II. The federal government pays 66% of the total project costs.

BUSINESS PROBLEM:

The Department of Revenue, Child Support Enforcement Program (CSE) relies upon the Florida Online Recipient Integrated Data Access (FLORIDA) System for its information processing needs. FLORIDA is operated and maintained by the Florida Department of Children and Families (DCF). The system is difficult and expensive to use and maintain and does not provide functionality and desired management reporting capabilities. An outgrowth of this situation is a proliferation of nonintegrated, stand-alone systems developed to provide user-desired functionality lacking in the FLORIDA system. This contributes to inefficiencies in core processes, data redundancy, and additional processing to synchronize disparate systems. The Child Support Enforcement Automated Management System (CAMS) is intended to correct these deficiencies for child support functionality.

Migration from FLORIDA to CAMS is planned to be accomplished in two phases. The first phase (Phase I) of CAMS was deployed in 2006. The system functionality for compliance, location, and customer assistance components are no longer performed by FLORIDA and are operating on CAMS. The second phase (Phase II) of CAMS addresses the remaining CSE system components necessary to support case creation, paternity establishment, support order establishment and modification, payment processing and fund distribution, and remaining compliance and customer service activities not included in Phase I.

The CAMS Phase II contract was awarded to Deloitte and started in February 2008. As CAMS Phase II comes online, routine establishment and enforcement activities and tasks will be automated and streamlined.

Currently, there is insufficient capacity to fully support web self-service for external users resulting in a need for infrastructure for the CAMS web self-service functionality that will be available for customers to use.

	COL A03		COL A04		COL A05		CODES
	AGY REQUEST	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
REVENUE, DEPARTMENT OF							73000000
PGM: CHILD SUPPORT ENF PGM							73300000
CASE PROCESSING							73300600
HEALTH AND HUMAN SERVICES							13
SERVICES/MOST VULNERABLE							<u>1304.00.00.00</u>
PROGRAM OR SERVICE-LEVEL							
INFORMATION TECHNOLOGY							3630000
CHILD SUPPORT AUTOMATED MANAGEMENT							
SYSTEM (CAMS) - PHASE II							36321C0

INFORMATION TECHNOLOGY SERVICE:

The Department of Revenue enjoys the relatively unique position of having a vast amount of institutional knowledge of the SAP product suite. Many of the members of the Department's CAMS Project team have direct experience working either as a subcontractor to Deloitte, the implementation vendor for CAMS Phase I and II; as a Department state employee on CAMS Phase I; or as a part of the Department's SUNTAX project team, which currently administers the state's General Tax Administration functions using the SAP product suite. From a technical perspective, the Department enjoys in-depth familiarity with the components of SAP that are planned for use in the CAMS Phase II effort.

The Department has acquired the skill sets and has developed the enterprise planning infrastructure that will help guide, along with the implementation partner's collaboration, the successful completion of this project. The Department will replace the CSE functionality of the FLORIDA system by contracting with Deloitte, a seasoned and globally recognized SAP Implementation Services provider, to manage the implementation of the final phase of CAMS.

The Department of Revenue's Information Services and CSE Programs are staffed with functional and technical resources supporting the CAMS Phase I operations and maintenance. Any changes or enhancements that are needed in the CAMS Phase I system, either from configuration or development, must be done within the Development environment first, then transported to the Quality Assurance and Testing environment for testing and verification before introducing the change into the Production environment. These non-production Development and Quality Assurance and Testing systems, for both Customer Relationship Management (CRM) and Business Intelligence (BI), comprise the critical path for modifications and enhancements to the live production environment. Operations and maintenance activity for CAMS must continue until the go-live date for CAMS Phase II system.

PLANNED APPROACH TO SOLVING THE BUSINESS PROBLEM:

The Department is in the process of developing a state-of-the-art Enterprise Resource Planning (ERP) environment using SAP. The approach to achieving the goal with CAMS Phase II is based on sound industry best practices and real experience gained from CAMS Phase I and SUNTAX implementations. The approach incorporates an IT equipment replacement cycle as equipment reaches an end-of-life state thus ensuring CAMS remains a state-of-the-art Enterprise Resource Planning (ERP) environment using SAP. The Department contracted with Northrop Grumman Information Technology for assistance in developing the CSE technical business requirements for Phase II for incorporation in an Invitation to Negotiate (ITN). The ITN served as the basis for the Department to select the implementation vendor.

During ITN development and the subsequent contract negotiations, Department staff developed workflows of the CSE business processes and system requirements. These workflows were used to document the business process "as is" and identify performance gaps resulting from FLORIDA system constraints. Deloitte has started with the system requirements specified in the Department's ITN as a base and will build upon these by conducting joint application design (JAD) sessions through August 2008 with CSE subject matter experts. The information developed at the JAD sessions will be used to determine the "to be" business process design and will further clarify and define the ITN requirements - taking them down to a functional unit level. This will result in the documentation of formal design specifications that, once approved, will

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
CASE PROCESSING				73300600
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				<u>1304.00.00.00</u>
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0

serve as the foundation for the system code in the SAP, ERP environment. Once the system is realized, the Department will conduct user acceptance testing. After successful testing, the system will be rolled-out to the user population and operations and maintenance will begin. With the completion of CAMS Phase II, CAMS will replace the legacy Title IV-D automated system that is currently part of the FLORIDA system. The Department is positioned to achieve its targeted milestones in the critical design or "Blueprinting" phase of the CAMS Phase II project.

This request includes infrastructure to support additional capacity for the CAMS web self-service functionality. However, the complete technical and hardware requirements for the web self-service project are not fully identified. Once the scope and rollout strategy for web self-service are defined there may be additional hardware needed to host the site. A technical review of the website design, frequency of updates, and architecture needed to support the hosting requirements is being performed. The Department will provide updated requirements, if changes are required.

This request includes improvements for data backup processes, server management tool and development software to support the self-service website. The Department of Revenue will create detailed plans for installation of hardware. Before hardware installation or migration, the data will be secured in offline backup method of storage tapes. The hardware will be installed, software installed, validation and verification checks for connectivity will be performed before releasing the system to the users. The Information Services Program has experience in hardware replacement and enhancements. Hardware will be sized using appropriate capacity planning data, utilizing best practices for server sizing.

BENEFITS TO BE ACHIEVED:

The Department expects CAMS will: automate routine activities that users perform manually (approximately 75 percent of the total activities); provide intelligent data flow based on robust programmable scenarios of business rules; use decision support software to validate data and provide automated workflow, location, and management reporting; migrate from batch processing to "near real-time" processing in some instances; provide a user-friendly graphical user interface (GUI); provide access/connectivity to a wide variety and number of users and managers; facilitate future changes through the use of an open architecture with built-in expansion and scalability features; provide the capability to communicate over the internet and maintain a bi-directional interface with the FLORIDA system to share public assistance data.

The improved automated functionality of CAMS is expected to enhance child support services provided by the Department to parents and children residing in Florida and other states. Additionally, CAMS is expected to result in improved performance as measured by federal performance measures, such as percent of current support collected in relation to child support owed, and percentage of cases in arrears that received a payment during the federal fiscal year. The Department's goal is to implement a child support enforcement system that will enable Florida to achieve its vision of being a program that makes a difference by ensuring families receive the child support they need and deserve.

ASSUMPTIONS AND CONSTRAINTS:

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
CASE PROCESSING				73300600
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0

In order to receive Federal Financial Participation (FFP), the CAMS project must comply with specified rules and regulations regarding planning and procurement documents and contracts. The CAMS team has identified the following assumptions and constraints:

Project Assumptions

- 1) It is assumed that the CAMS project will continue to receive State and Federal funding to develop and complete all phases of the project.
- 2) The choice of an SAP Solution will allow the Department to maximize its use of SAP in the CAMS environment and realize a cost savings through leveraging the Department's existing capabilities.

Project Constraints

- 1) The Department and Office of Child Support Enforcement (OCSE) recognize staffing as a constraint to the project. Additional staffing and implementation of alternative supplements to CAMS staff (through contracts) are being employed.
- 2) The projected completion date may be insufficient time to adequately complete a project that will meet stake holder's expectations.

IMPLEMENTATION TIMELINE:

Proposers to the CAMS Phase II ITN were allowed to propose a development methodology. Deloitte selected the Accelerated SAP (ASAP) methodology. This methodology consists of five broad phases: Project Preparation (Prep), Blueprint, Realization, Final Prep, and Go-Live and Support. The Realization phase can be broken down into the smaller units of Develop & Unit Testing, Integration Testing, and User Acceptance Testing. The implementation schedule for the Phases is as follows:

Project Prep	Blueprint	Realization	Final Prep	Go-Live and Support
2 Months	11 Months	18 Months	6 Months	6 Months
FEB '08-APR '08	APR '08-MAR '09	MAR '09-SEP '10	SEP '10-MAR '11	MAR '11-SEP '11

The Department is currently in the Blueprint Phase.

Cost Analysis: The total amount requested for Fiscal Year 2009-10 is \$41,236,971, of which, \$31,631,552 is being requested to fund the CAMS Phase II implementation vendor's deliverables for the second year of development. The table below specifies the deliverables projected to be completed and paid for based upon the approved project schedule:

IMPLEMENTATION MILESTONES for FY 2008-09 and FY 2009-10

The current schedule provided for the Department's review includes the following payment milestones for FY 08-09.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
CASE PROCESSING				73300600
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0

FY 2008-09 Deliverables	Date	Amount
Document Acceptance Milestones		
B802b Initial Hardware Purchase	07/01/08	329,631
B802c Initial Software Purchase	07/01/08	226,085
B215 Server Sizing Study Report	07/24/08	2,250,000
B803 CAMS Version and Release Report	07/29/08	1,800,000
B205 Development Guidelines & Conventions	08/19/08	1,575,000
B213 JAD Session Report	09/26/08	6,000,000
B201 Requirements Specification	12/02/08	2,280,000
B202 Requirements Traceability	12/02/08	1,680,000
B102 System Specification Review	12/22/08	700,000
Acceptance and Update of Deliverable Group		
Requirements Group	12/23/08	
B008 Requirements Management Plan		775,000
B201 Requirements Specification		570,000
Document Acceptance Milestones		
B209 Data Conversion Plan	02/16/09	2,160,000
B203 Interface Definition	02/27/09	3,075,000
B006 Master Test Plan	03/05/09	2,800,000
B212 Business Blueprint Document	04/01/09	4,500,000
Update within 60 days of Realization Start	04/01/09	
B001 Project Plan		680,000
B002 Quality Management Plan		170,000
B003 Risk Management Plan		130,000
B007 Project Schedule		360,000
B010 Issue Management Plan		320,000
Document Acceptance Milestones		
B004 Training Plan	04/14/09	1,680,000
B102 Functional Design Review	04/21/09	700,000
Acceptance and Update of Deliverable Group		
Architecture and Functional Design Group	04/22/09	
B203 Interface Definition		205,000
B205 Development Guidelines & Conventions		315,000

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
CASE PROCESSING				73300600
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0
B212 Business Blueprint Document			900,000	
B214 CAMS System Landscape			675,000	
B215 Server Sizing Study Report			450,000	
B801 Hardware & Software Purchase List			150,000	
B803 CAMS Version and Release Report			600,000	
Update & Consistency after Functional Design		05/08/09		
B201 Requirements Specification			380,000	
Document Acceptance Milestones				
B207 Problem Status Reports (monthly payments of \$100,000)			1,200,000	
B1001 Monthly Facilities (monthly payments of \$33,533)			402,396	
Total FY 2008-09 Deliverables:			\$40,038,112	
FY 2009-10 Deliverables				
Document Acceptance Milestones		Date	Amount	
B802f Year 2 Software Maintenance		07/14/09	107,500	
B401 Acceptance Test Plan		08/03/09	1,200,000	
B501 Communication Plan		08/24/09	800,000	
B802d Second Hardware Purchase		09/02/09	2,574,696	
B802e Second Software Purchase		09/02/09	704,460	
B301 Disaster Recovery Plan		09/15/09	935,000	
B502 Communication Materials		10/05/09	560,000	
B204 Design Description		10/15/09	4,320,000	
B102 Technical Design Formal Review		11/04/09	700,000	
B503 Communication Report		01/04/10	2,400,000	
Acceptance and Update of Deliverable Group				
Communications Group		01/26/10		
B501 Communication Plan			100,000	
B502 Communication Materials			70,000	
B503 Communication Report			300,000	
Technical Design and Development Group		01/27/10		
B204 Design Description			360,000	
B206 Software Code & Release Notes			560,000	
Document Acceptance Milestones				

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
CASE PROCESSING				73300600
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				<u>1304.00.00.00</u>
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0

B402 Acceptance Test Scripts	01/29/10	1,600,000
B102 Test Readiness Review Formal Review	02/15/10	700,000
B211 Rollout Strategy Plan	02/15/10	2,160,000
B210 Data Conversion Schedule	03/04/10	2,160,000
B009 Master Training Schedule	05/11/10	1,600,000
B404 Testing & Tuning Results	05/19/10	1,200,000
B702 Technical Manual	05/19/10	595,000
B701 User Manual	05/21/10	1,200,000
B910 Federal Distribution Test Deck Documentation	05/25/10	750,000
B601 Installation and Initialization Plan	06/02/10	525,000
B102 Installation Readiness Formal Review	06/09/10	700,000
B303 Operations & Maintenance Transition Plan	06/30/10	1,147,500
B207 Problem Status Reports (monthly payments of \$100,000)		1,200,000
B1001 Monthly Facilities (monthly payments of \$33,533)		402,396

Subtotal FY 2009-10 Implementation Vendor Costs 31,631,552

The FY 2009-10 funding request also includes Enterprise costs associated with the CAMS Project. This includes project management activities, training, travel, and other miscellaneous expenses. The table below itemizes the combined development costs.

Development Tasks	FY 09-10 Request	Description
CAMS Phase II Implementation Contract	31,631,552	This provides funding to develop the system.
Data Center Development Support Contract Testers	2,562,560	This provides funding to support system testers
Program Management		
Technical Assist. Staff Augmentation	1,919,958	Funding for 10 contracted tech. staff
Quality Assurance Staff Augmentation	436,800	Funding for 3 contracted QA staff
Project Management Office	1,624,842	Funding for 6 contracted PMO staff

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
CASE PROCESSING				73300600
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0
Travel				Cost estimation based on historical
State Cost		162,518		travel for CAMS
Training				Estimated cost to provide SAP and
CAMS Professional Development		198,000		other training in support of CAMS
IV&V				Federally required project monitoring
Contractor Cost		1,049,368		contract
Miscellaneous Expense				
State Cost		247,478		Rent, office supplies, CAMS staff software
Hardware - OCO		15,000		& hardware, office furniture, etc.
Enterprise Hardware		\$217,000		Load balancer, networking capacity,
Enterprise Software		144,050		Backup, De-Duplication and Platform
				Development Software
Gartner Consulting		17,822		One seat
Critical CAMS/FLORIDA Expenditures		1,010,023		
TOTAL		\$41,236,971		

Displayed below are the start and end dates for the CAMS Phase I and II development and implementation vendor. The CAMS Phase I development and implementation vendor signed their negotiated contract October 2003. The CAMS Phase II development and implementation vendor signed their negotiated contract February 2008.

Project Start/End Dates:		
	CAMS I Development	10/2003 through 4/2006
	CAMS I Operations & Maintenance	began 4/2006
	CAMS I Warranty	4/2006 through 1/2007
	CAMS II Development	2/13/2008 through 3/14/2011
	CAMS II Warranty	3/15/2011 through 9/12/2011
	Federal Certification	9/13/2011 through 5/31/2012

Total Project Cost (by component / all years): Total projected cost estimates for CAMS Phase I development and CAMS Phase II development are reflected in the table below. The total investment for CAMS through FY 2011-12 is \$214.2 million. The state share of this investment is \$72.7 million and the federal share is \$141.4 million.

 COL A03 COL A04 COL A05
 AGY REQUEST AGY REQ N/R AG REQ ANZ
 FY 2009-10 FY 2009-10 FY 2009-10
 POS AMOUNT POS AMOUNT POS AMOUNT

REVENUE, DEPARTMENT OF 73000000
 PGM: CHILD SUPPORT ENF PGM 73300000
 CASE PROCESSING 73300600
 HEALTH AND HUMAN SERVICES 13
 SERVICES/MOST VULNERABLE 1304.00.00.00
 PROGRAM OR SERVICE-LEVEL
 INFORMATION TECHNOLOGY 3630000
 CHILD SUPPORT AUTOMATED MANAGEMENT
 SYSTEM (CAMS) - PHASE II 36321C0

CAMS I
 FISCAL YEAR APPROPRIATED (2) EXPENDED
 FY 01-02 6,251,985 1,470,897
 FY 02-03 13,394,884 2,288,798
 FY 03-04 23,498,257 13,679,532
 FY 04-05 15,849,609 11,668,481
 FY 05-06(1) 15,162,059 16,705,754
 FY 06-07 5,148,331 4,148,949
 TOTAL CAMS I EXPENDITURES 49,962,411

CAMS II
 FY 05-06(1) 2,250,000 388,011
 FY 06-07 12,129,447 9,215,570
 FY 07-08(E) 20,072,970 20,072,970
 FY 08-09(E) 51,367,492 51,367,492
 FY 09-10(E) 41,236,971 41,236,971
 FY 10-11(E) 28,570,307 28,570,307
 FY 11-12(E) 13,380,764 13,380,764
 TOTAL CAMS II EXPENDITURES 164,232,085

CAMS I & II COMBINED
 FY 01-02 6,251,985 1,470,897
 FY 02-03 13,394,884 2,288,798
 FY 03-04 23,498,257 13,679,532
 FY 04-05 15,849,609 11,668,481
 FY 05-06 17,412,059 17,093,765
 FY 06-07 17,277,778 13,364,519
 FY 07-08(E) 20,072,970 20,072,970
 FY 08-09(E) 51,367,492 51,367,492
 FY 09-10(E) 41,236,971 41,236,971
 FY 10-11(E) 28,570,307 28,570,307
 FY 11-12(E)(3) 13,380,764 13,380,764

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
CASE PROCESSING				73300600
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0
TOTAL PROJECTED COST FOR DEVELOPMENT			214,194,496	
State Share			72,826,129	
Federal Share			141,368,367	

(Notes:) Table reflects development costs only, not operations and maintenance.

(1) Pursuant to direction from the Technology Review Workgroup, FY 2005-06 funds were reallocated from CAMS II to CAMS I, in lieu of requesting additional appropriation from administered funds.

(2) \$2,478,016 of the FY 2001-02 appropriation was recurring. This amount was available, in addition to the new non-recurring appropriations reflected on the table, for the CAMS I development effort during Fiscal Years 2002-03, 2003-04, 2004-05, & 2005-06. In Fiscal year 2006-07 these funds were used to offset the portion of the Department's recurring request that applied to funding increasing mailroom operations as a result of CAMS I implementation.

(3) Enterprise costs were inadvertently not included on the project cost table in the FY 2008-09 CAMS LBR submission. \$8.5 million is included this year.

COST IMPACT TO EXISTING AGENCY OPERATIONS AND SYSTEM MAINTENANCE

Currently the Department pays \$4,904,876 to operate and maintain CAMS Phase I, and pays the Department of Children and Families \$18,657,388, for Child Support Enforcement Services on the DCF FLORIDA System, a total cost of \$23,562,264. It is assumed that once CAMS becomes the single federally certified state system, there will be no Child Support costs for the FLORIDA System. Total CAMS operations & maintenance (O&M) costs for CAMS I & II combined are estimated to be approximately \$7,177,195 million. (Note that some of this decrease is due to a greater reliance on state staff funded from the base budget than is present in the current FLORIDA environment and the dedication of those staff to the O&M effort is not included in this cost analysis)

CAMS IMPACT IF NOT FUNDED

If funding is not received, the Department of Revenue will continue to operate and maintain two large systems, FLORIDA and CAMS, to support the Child Support Enforcement program. This effort requires hardware, software and staffing to support each system and the complex interface linking them. The risk of data integrity issues for both systems is increased with the interface remaining in place.

The Federal Office of Child Support Enforcement has supported the phased implementation of CAMS with the understanding that all CSE functionality would eventually migrate off the FLORIDA system onto CAMS. At this point in the phased

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
CASE PROCESSING				73300600
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0

implementation, with functionality split between CAMS and FLORIDA, the system may not meet Federal certification requirements for a comprehensive, automated, statewide system as specified in Automated Systems for Child Support Enforcement: A Guide for States, published by the U.S. Department of Health & Human Services. Failure to meet system certification requirements may put the Department out of compliance with the federally required and approved state plan, which provides the basis for federal funding of Florida's Child Support Enforcement Program. Failure to meet federal requirements could jeopardize the Temporary Assistance for Needy Families (TANF) block grant.

Additionally, the Department will continue to be heavily dependent upon the FLORIDA system for the majority of its information processing needs. FLORIDA is operated and maintained by the Florida Department of Children and Families (DCF). The FLORIDA system is difficult and expensive to use and maintain. The Department of Revenue has estimated a \$16.4 million annual cost savings resulting from the consolidation of all operations and maintenance activities onto CAMS.

The impact to users of not funding CAMS is high. Users must currently toggle between both systems to view case and member data and in some cases wait for updates to occur between the two systems before being able to take the next appropriate action for the case. The Department may not be able to realize additional collections and associated financial benefits resulting from the streamlining of the order establishment process until CAMS is fully operational. Customer service and the ability to manage cases may decline without the advantages that automation in CAMS will bring over current system and manual processes. Additionally, FLORIDA does not provide functionality and the desired management reporting capabilities envisioned for the full CAMS system. CAMS system performance will remain impacted with batch schedule limitations imposed by having to wait for FLORIDA financial processing to be completed each night before CAMS can begin certain batch processing. CAMS also remains limited in the amount of data it can process at a given time due to downstream FLORIDA processing impacts.

CHILD SUPPORT ENFORCEMENT PROGRAM
 INITIATIVE - CUSTOMER CONTACT
 CENTER TELEPHONY
 EXPENSES

GENERAL REVENUE FUND	-MATCH	16,270	16,270	1000	2
FEDERAL GRANTS TRUST FUND	-FEDERL	31,583	31,583	2261	3
TOTAL APPRO.....		47,853	47,853		

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
CASE PROCESSING				73300600
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT ENFORCEMENT PROGRAM				
INITIATIVE - CUSTOMER CONTACT				
CENTER TELEPHONY				36324C0
OPERATING CAPITAL OUTLAY				060000
GENERAL REVENUE FUND -MATCH	192,605	192,605		1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	373,880	373,880		2261 3
TOTAL APPRO.....	566,485	566,485		
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH	62,851	62,851		1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	122,006	122,006		2261 3
TOTAL APPRO.....	184,857	184,857		
TOTAL: CHILD SUPPORT ENFORCEMENT PROGRAM				36324C0
INITIATIVE - CUSTOMER CONTACT				
CENTER TELEPHONY				
TOTAL ISSUE.....	799,195	799,195		

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

The Department of Revenue requests \$799,195 (\$271,726 in General Revenue and \$527,469 in Federal Trust) to upgrade the Child Support Enforcement (CSE) Program's Customer Contact Center telephony system, including hardware and software.

The Department of Revenue, Child Support Enforcement Program (CSE) operates a centralized Customer Contact Center that answers phone calls made to a statewide toll-free number by parents and other parties who call about their child support cases. The Customer Contact Center receives a large volume of calls each day and is currently unable to answer all of them. On average 540,000 calls are made to the contact centers toll free number each month with 206,000 of them being from unique callers. Call center specialists are able to answer approximately 26% of the calls.

The existing phone system is a custom built platform that does not provide the tools used by modern call centers. We believe a new or enhanced phone system that provides the following features will enable the Department to respond to a greater number of calls and will improve the quality of service, increase employee retention, reduce training time, and improve reporting, adaptability and overall efficiency of contact center operations.

COL A03		COL A04		COL A05		CODES
AGY REQUEST	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
REVENUE, DEPARTMENT OF						73000000
PGM: CHILD SUPPORT ENF PGM						73300000
CASE PROCESSING						73300600
HEALTH AND HUMAN SERVICES						13
SERVICES/MOST VULNERABLE						<u>1304.00.00.00</u>
PROGRAM OR SERVICE-LEVEL						
INFORMATION TECHNOLOGY						3630000
CHILD SUPPORT ENFORCEMENT PROGRAM						
INITIATIVE - CUSTOMER CONTACT						
CENTER TELEPHONY						36324C0

Session Initiation Protocol (SIP) based Voice Over Internet Protocol (VOIP): SIP based VOIP systems enable skill-based routing, ease of change/adaptability, simplified custom reporting, call monitoring, recording and screen capture, cost effective telecommuting, vendor-based maintenance and support, automated customer satisfaction surveys, and improved disaster recovery capability.

SIP VOIP functionality would allow developers to easily create applications or additional services using common languages such as Java.

Skill-Based Routing: The existing phone system does not provide skill-based routing, which means new employees must be trained on all aspects of child support enforcement before they can begin taking calls. A phone system that supports skill-based routing would reduce the learning curve for new call specialists, enable them to become productive and acquire specialized knowledge more quickly, and may help reduce high turnover. The separation rate for call center specialists is high approximately 73 percent for the period April through August, 2008.

With skill-based routing, managers would assign a skill set to each call specialist and the system would automatically route callers to a specialist with the appropriate skill set. Call specialists will need to learn less material and will become subject matter experts more quickly, thus lowering the average call handle time. A phone system that supports skill-based routing would improve the accuracy of responses, reduce the number of repeat callers, and increase the number of calls answered.

Skill-based routing will enable managers assigned to specialized workgroups to have a more thorough understanding of the subject matter and a greater ability to identify training needs. Managers will have the flexibility to adjust and adapt staffing based on the demand for the various subject matters as needs occur. The time needed to train new call specialists will be significantly reduced, resulting in greater productivity and more calls answered. This also reduces the burden on staff and should increase employee satisfaction. Once an employee learns a particular subject matter area the employee can be trained on something new, which will provide variety and reduce burnout.

Ease of change/adaptability: A state of the art phone system would enable contact center managers and other designated users to make needed changes to the phone system quickly and without the need for costly technical support. A new or enhanced phone system will have the capability to automatically initiate pre-configured telephony features, settings and designated time frames. For example, unique campaign information, individual-specific call routing, and call group assignments can easily be initiated without the need for technical assistance and support.

Simplified custom reporting: A new or improved phone system would enable contact center managers to easily generate reports. Reports by call specialist and by workgroup could be generated on all phone system data and calls without the need for technical support, thereby reducing costs. The system could produce high level call center activity reports,

COL A03		COL A04		COL A05		CODES
AGY REQUEST	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
REVENUE, DEPARTMENT OF						73000000
PGM: CHILD SUPPORT ENF PGM						73300000
CASE PROCESSING						73300600
HEALTH AND HUMAN SERVICES						13
SERVICES/MOST VULNERABLE						<u>1304.00.00.00</u>
PROGRAM OR SERVICE-LEVEL						
INFORMATION TECHNOLOGY						3630000
CHILD SUPPORT ENFORCEMENT PROGRAM						
INITIATIVE - CUSTOMER CONTACT						
CENTER TELEPHONY						36324C0

including daily, weekly, monthly, and custom reports in various formats to different drives, folders or printers. This feature would improve turnaround time for reports and would enable managers to better manage, measure, and meet caller demand.

Call monitoring, recording and screen capture: A new or improved phone system will allow contact center management the ability to monitor and evaluate call specialists interactions with customers in real-time, delivering immediate feedback, assistance and support.

The system would have the capability to digitally record all phone calls and images of screens accessed by call specialist while responding to customers. Recorded call information can be transmitted by email, allowing managers to monitor customer service more efficiently. Time saved can be used for coaching, training, and staff development.

Enhanced capability for telecommuting: A new or improved phone system will enable call specialists to work from home via the Internet. Staff will be able to access the system from home or other remote location by using a laptop or personal computer and a high speed or mobile Internet connection. Management would be able to monitor, view, and communicate with call specialists regardless of their work location. By using soft phone technology with a USB port headset, users do not need a conventional phone or a phone line. The monitoring tools available with a new or improved system would provide for meaningful supervision of and interaction with telecommuters.

Telecommuting can be used as an incentive to allow existing employees to work from home. Improved flexibility with telecommuting should improve employee retention by reducing employee travel expenses, and enable the Department to employ segments of the labor force we do not reach effectively now including older workers, those who live in rural areas and those who may have difficulty leaving the home, including persons with disabilities. Being able to provide employment opportunities for people with disabilities who prefer or require home based employment can lead to a more stable workforce with less turnover. Employees with physical limitations often show a greater commitment to their jobs. The ability to tap new labor sources by offering telecommuting will allow the department to have a skilled and dedicated workforce that, for various reasons, is unable to work in a traditional office environment.

Maintenance and Support: A new or enhanced phone system operated with configurable, commercial off-the-shelf software would be backed by vendor maintenance and support. Technical issues could be resolved in a timely and efficient manner.

Automated customer satisfaction survey: A new or enhanced phone system will be capable of initiating customized customer satisfaction surveys after each call is completed. This feature will enable contact center managers to obtain real-time feedback related to a caller's experience. Managers will be able to generate daily, weekly and monthly reports based on survey results. This will provide reliable and immediate customer feedback that will tell the Department what level of customer service is being provided by the contact center and by CSE service centers around the state. This information will enable the Department to improve coaching, training, and the overall level of customer service throughout the Child

COL A03		COL A04		COL A05		CODES
AGY REQUEST	AGY REQ N/R	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
REVENUE, DEPARTMENT OF						73000000
PGM: CHILD SUPPORT ENF PGM						73300000
CASE PROCESSING						73300600
HEALTH AND HUMAN SERVICES						13
SERVICES/MOST VULNERABLE						<u>1304.00.00.00</u>
PROGRAM OR SERVICE-LEVEL						
INFORMATION TECHNOLOGY						3630000
CHILD SUPPORT ENFORCEMENT PROGRAM						
INITIATIVE - CUSTOMER CONTACT						
CENTER TELEPHONY						36324C0

Support Enforcement Program. By automating customer surveys, staff time currently spent conducting manual surveys can be used in other ways to improve customer service.

Improved disaster recovery capability: VOIP greatly improves disaster recovery capability. A new or enhanced phone system using commercial off-the-shelf software would enable the Department to fully restore the most current configurations of the telephony system within 24 hours. The phone system would be accessible via the Internet, which allows call specialists to work remotely. These features will enable the contact center to restart the complete phone system in another location with all features and services intact, quickly, efficiently and with little technical assistance within 24 hours of a disaster.

Estimates were informally obtained from several vendors. The costs listed below are based upon a representative estimate to upgrade the Customer Contact Center telephony system.

Hardware: \$566,485
 Software: \$ 47,853
 Services: \$184,857
 Total: \$799,195

There is an anticipated need of \$104,437 for maintenance of the hardware and software systems. Therefore, this amount is being requested on a recurring basis.

If the CSE Customer Contact Center continues to operate under the current telephony system, CSE customers will continue to experience extended hold times due to high call volume. This leads to an increase in the number of repeat callers. In turn, the overflow of unassisted customers places a burden on CSE's local office and business partners. An increase in escalated executive and legislative complaints also may result.

Without enhanced phone system features like skill-based routing, ease of programming and modification, SIP based VOIP for telecommuting, call monitoring, and enhanced reporting at the call specialist level, the customer contact center will be unable to manage the volume of customer inquiries.

If the existing phone system is maintained without change, the Department will remain heavily reliant on contractor support for system maintenance and programming changes. This results in delays in timely completion of projects and change requests due to prioritization of assignments throughout the Department-wide enterprise system.

The contact center will be unable to record all phone calls for quality assurance purposes, to automatically survey

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
CASE PROCESSING				73300600
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT ENFORCEMENT PROGRAM				
INITIATIVE - CUSTOMER CONTACT				
CENTER TELEPHONY				36324C0

callers for feedback and improvement of services, to route callers based upon agent skills, to have the capabilities of SIP based VOIP, to immediately implement changes, and to easily build custom reports.

If the existing phone system is not enhanced or replaced, the CSE Customer Contact Center will not have the necessary tools, features and capabilities to effectively manage the high call volume associated with child support enforcement cases and to attract and retain a reliable, knowledgeable work force that is committed to providing high quality customer service.

CHILD SUPPORT ENFORCEMENT PROGRAM				
INITIATIVES - MIAMI-DADE TELEPHONE				
SYSTEM FOR NEW FACILITY				36325C0
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH	73,037	73,037		1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	141,778	141,778		2261 3
TOTAL APPRO.....	214,815	214,815		

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

The Department of Revenue (DOR) Child Support Enforcement (CSE) Program contracts with the State Attorney Eleventh Judicial Circuit for all Child Support Enforcement Services in Miami-Dade County pursuant to Chapter 85-178, Section 6, Laws of Florida, as amended by Chapter 86-220, Section 156, Laws of Florida. Funds expended on behalf of the title IV-D program are reimbursed by DOR. As such, the Department of Revenue must submit a Legislative Budget Request each year to obtain any funding increases requested by the Justice Administration Commission (JAC) to fund the Miami-Dade CSE Program's activities. Due to non-renewal of the CSE lease and scheduled demolition of the building, all staff will move to a new facility in early 2010. Although every effort is being made to anticipate and minimize costs associated with the move, the existing main telephone system cannot be relocated to the new building.

This issue requests replacement of the existing Siemens phone system which uses copper trunks and antiquated technology, and is no longer supported or maintained by Siemens, with Voice-Over IP system. An Avaya system is presently used in the Miami-Dade CSE Call Center. The Call Center system was recently upgraded to handle the functionality of the Statewide

COL A03		COL A04		COL A05		CODES
AGY REQUEST	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
REVENUE, DEPARTMENT OF						73000000
PGM: CHILD SUPPORT ENF PGM						73300000
CASE PROCESSING						73300600
HEALTH AND HUMAN SERVICES						13
SERVICES/MOST VULNERABLE						1304.00.00.00
PROGRAM OR SERVICE-LEVEL						
INFORMATION TECHNOLOGY						3630000
CHILD SUPPORT ENFORCEMENT PROGRAM						
INITIATIVES - MIAMI-DADE TELEPHONE						
SYSTEM FOR NEW FACILITY						36325C0

Child Support CAMS computer system. The required servers are already in place to support additional Voice-Over IP (VoIP) phones, therefore enabling us to save money by expanding Miami-Dade's current system instead of buying a completely new system. The advanced technology of the VoIP system allows phones to utilize the data network, which will result in a cost avoidance of \$35,000 or more in wiring for a separate phone infrastructure. Additionally, an immediate and recurring savings on phone line charges will be seen since the connectivity (PRI) service is substantially less expensive than copper trunks. The total requested for the Miami-Dade Demonstration Project is \$570,900(non-recurring). This issue is mirrored in JAC issue #3007010.

A representative from Avaya Government Solutions was asked to study the existing system and needs, and proposed a detailed solution based on the expansion of the Avaya system in the Miami-Dade Call Center. The proposed solution is summarized below.

PBX	\$271,523
Gateway	17,810
Switch	109,356
UPS	2,795
Call Accounting	12,926
Voicemail	38,390
Implementation	118,100
Total Issue	\$570,900

Not replacing the phone system would effectively shut down Child Support Enforcement communications in Miami-Dade County. Without an operational office-wide telephone system, custodial and non-custodial parents could not personally speak with attorneys or staff without an appointment. All appointments would need to be set, reset or cancelled by mail; the ability to follow up on court ordered collections or other financial resolutions, legal or administrative, would be impaired and result in dramatically diminished collections. Since this alternative is not acceptable, another funding source would need to be found if this issue was not funded. This would most likely result in freezing positions to generate the necessary funds.

The Miami-Dade CSE program is consistently ranked first in the state in collections. Non-funding will bring about a loss of revenue to the State of Florida and severely impact the well being and care of vulnerable children of our community.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
CASE PROCESSING				73300600
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				<u>1304.00.00.00</u>
CHILD SUPPORT ENFORCEMENT PROGRAM				
INITIATIVES				4400000
MANATEE DEMONSTRATION PROJECT -				
SALARY AND RENT INCREASES				4400240
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH		12,327		1000 2
FEDERAL GRANTS TRUST FUND -FEDERL		23,928		2261 3
TOTAL APPRO.....		36,255		

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

The Department of Revenue requests \$96,353, \$32,760 in General Revenue and \$63,593 in Federal Trust, in the Purchase of Service category to adequately fund the Manatee County Demonstration Project (Program) for Fiscal Year 2009-2010.

The Program was established by Chapter 85-178, Section 6, Laws of Florida, as amended by Chapter 86-220, Section 156, Laws of Florida. The Program is under contract with the Department of Revenue to provide full IV-D Child Support Enforcement services for the citizens of Manatee County and derives its funding from a cost reimbursement contract with the Department as provided for in the enabling legislation. The Program's project staff are employees of the Clerk of the Circuit Court. As such, the Department of Revenue must submit a Legislative Budget Request each year in order to obtain salary and other operating and cost level increases to adequately fund the Program's activities. Annual raises granted to the Program's project staff are the same as those granted to all other Clerk's office employees.

This issue requests \$86,696 in salaries and benefits to maintain parity with Manatee Clerk of Court employees and \$9,657 for office rental. The total requested for the Program is \$96,353. The Program has historically ranked as one of the high performers in the state for child support obligations and collections which represent a cost savings in public assistance benefits. Additionally, the Program remains cost effective in terms of dollars collected versus dollars expended on the program. As Program goals are met or exceeded, the result is additional incentive monies for the state IV-D program. In addition, the Program's performance assists the state in achieving the established IV-D goals to receive federal incentive funds.

For annual salary increases, calculations are based upon percentages granted by the Board of County Commissioners over the past several years. For annual salary increases, a 2.5% increase was calculated, along with longevity raises of 2% for eligible employees. Retirement benefits were calculated at 10.76%, based on the increase specified by the legislature effective July 1, 2009. A 5% increase was applied to Health Insurance based on the same percentage increases over the past few years as health insurance costs continue to see the largest increases.

To determine the need for office rental in 2009-10, the lease calls for a yearly increase in accordance with the Consumer Price Index. The current average is 3.5%. The 3.5% increase was applied to the base office rental amount for FY 2006-07.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
CASE PROCESSING				73300600
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				<u>1304.00.00.00</u>
CHILD SUPPORT ENFORCEMENT PROGRAM				
INITIATIVES				4400000
MANATEE DEMONSTRATION PROJECT -				
SALARY AND RENT INCREASES				4400240

All Program positions are continually filled and any loss of personnel funding will require layoffs and a reduction of services. Without adequate funding, the program would potentially lose 2.2 FTEs, which would reduce client services, thereby reducing child support collections and increasing costs to other public assistance programs in Manatee county. The Manatee County CSE Demonstration Project should be fully funded on a cost reimbursement basis as provided for in the legislation creating the program. Adequate funding for the Program ensures sufficient staffing and resources to effectively and efficiently perform all IV-D functions required by Federal and State law.

TOTAL: SERVICES/MOST VULNERABLE				<u>1304.00.00.00</u>
BY FUND TYPE				
GENERAL REVENUE FUND	26,833,418	1,308,437		1000
TRUST FUNDS	78,100,318	13,726,144		2000
TOTAL POSITIONS.....	1,043.00			
TOTAL PROG COMP.....	104,933,736	15,034,581		
TOTAL SALARY RATE.....	30,207,978			
	=====	=====	=====	

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
REMITTANCE AND DISTN				73300700
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SALARY RATE				000000
SALARY RATE.....	1,896,498			
=====				
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -MATCH	982,588			1000 2
CSE APP FEE & PROG REV TF -MATCH	27,351			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	1,960,787			2261 3
TOTAL POSITIONS.....	64.00			
TOTAL APPRO.....	2,970,726			
=====				
OTHER PERSONAL SERVICES				030000
GENERAL REVENUE FUND -MATCH	8,298			1000 2
CSE APP FEE & PROG REV TF -MATCH	2,161			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	20,304			2261 3
TOTAL APPRO.....	30,763			
=====				
EXPENSES				040000
GENERAL REVENUE FUND -MATCH	154,043			1000 2
CHILD SUPPORT INCENTIVE TF-MATCH	281,893			2075 2
CSE APP FEE & PROG REV TF -MATCH	786			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	847,754			2261 3
TOTAL APPRO.....	1,284,476			
=====				
OPERATING CAPITAL OUTLAY				060000
GENERAL REVENUE FUND -MATCH	4,862			1000 2
CHILD SUPPORT INCENTIVE TF-MATCH	1,683			2075 2
FEDERAL GRANTS TRUST FUND -FEDERL	12,706			2261 3
TOTAL APPRO.....	19,251			
=====				

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
REMITTANCE AND DISTN				73300700
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				100000
TR GR TO CHILD SUPP ENFORC				101133
GENERAL REVENUE FUND -STATE	2,241,987			1000 1
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH	4,576,547			1000 2
CHILD SUPPORT INCENTIVE TF-MATCH	5,479,856			2075 2
-FEDERL	6,759,997			2075 3
TOTAL CHILD SUPPORT INCENTIVE TF	12,239,853			2075
COURT/CSE COLL SYS TF -MATCH	1,800,000			2115 2
FEDERAL GRANTS TRUST FUND -FEDERL	34,214,138			2261 3
TOTAL APPRO.....	52,830,538			
RISK MANAGEMENT INSURANCE				103241
GENERAL REVENUE FUND -MATCH	9,648			1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	18,729			2261 3
TOTAL APPRO.....	28,377			
FINANCIAL ASSISTANCE PAYMT				110000
CHILD SUPPORT-POL SUBD				110042
CHILD SUPPORT INCENTIVE TF-MATCH	750,000			2075 2

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
REMITTANCE AND DISTN				73300700
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
DATA PROCESSING SERVICES				210000
DCF DATA CENTER				210008
GENERAL REVENUE FUND -MATCH	2,139,625			1000 2
COURT/CSE COLL SYS TF -MATCH	10,022			2115 2
FEDERAL GRANTS TRUST FUND -FEDERL	4,153,389			2261 3
TOTAL APPRO.....	6,303,036			
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	64.00			
TOTAL ISSUE.....	66,459,154			
TOTAL SALARY RATE.....	1,896,498			
ADJUSTMENT TO STATE HEALTH				
INSURANCE PREMIUM CONTRIBUTION -				
FISCAL YEAR 2008-09				1001800
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -MATCH	3,345			1000 2
CSE APP FEE & PROG REV TF -MATCH	93			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	6,673			2261 3
TOTAL APPRO.....	10,111			
ADJUSTMENT TO STATE LIFE AND				
DISABILITY INSURANCE CONTRIBUTION				
RATES - FISCAL YEAR 2008-09				1001910
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -MATCH	271-			1000 2
CSE APP FEE & PROG REV TF -MATCH	8-			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	540-			2261 3
TOTAL APPRO.....	819-			

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
REMITTANCE AND DISTN				73300700
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
NONRECURRING EXPENDITURES				2100000
CHILD SUPPORT AUTOMATED MANAGEMENT				2103067
SYSTEM (CAMS) - PHASE II				040000
EXPENSES				
CHILD SUPPORT INCENTIVE TF-MATCH	281,893-			2075 2
FEDERAL GRANTS TRUST FUND -FEDERL	547,204-			2261 3
TOTAL APPRO.....	829,097-			
OPERATING CAPITAL OUTLAY				060000
CHILD SUPPORT INCENTIVE TF-MATCH	1,683-			2075 2
FEDERAL GRANTS TRUST FUND -FEDERL	3,267-			2261 3
TOTAL APPRO.....	4,950-			
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
CHILD SUPPORT INCENTIVE TF-MATCH	5,479,856-			2075 2
FEDERAL GRANTS TRUST FUND -FEDERL	10,637,369-			2261 3
TOTAL APPRO.....	16,117,225-			
TOTAL: CHILD SUPPORT AUTOMATED MANAGEMENT				2103067
SYSTEM (CAMS) - PHASE II				
TOTAL ISSUE.....	16,951,272-			
IMPLEMENTATION OF RANDOM MOMENT				2103068
SAMPLING FOR THE CLERK OF COURT				100000
DEPOSITORIES				102877
SPECIAL CATEGORIES				
PUR/SVCS-CHILD SUPP ENF				
FEDERAL GRANTS TRUST FUND -FEDERL	6,451,243-			2261 3

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
REMITTANCE AND DISTN				73300700
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PRICE LEVEL INCREASES				2300000
BUILDING RENTAL FOR PRIVATELY OWNED				2302200
OFFICE SPACE - PRIOR YEAR UNFUNDED				040000
EXPENSES				
GENERAL REVENUE FUND -MATCH		6,308		1000 2
FEDERAL GRANTS TRUST FUND -FEDERL		12,246		2261 3
TOTAL APPRO.....		18,554		
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH		1,986		1000 2
FEDERAL GRANTS TRUST FUND -FEDERL		3,855		2261 3
TOTAL APPRO.....		5,841		
TOTAL: BUILDING RENTAL FOR PRIVATELY OWNED				2302200
OFFICE SPACE - PRIOR YEAR UNFUNDED				
TOTAL ISSUE.....		24,395		

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

This issue requests \$1,321,852 for funding the projected increases in private leases within the Department. For Fiscal Year 2008-09, the Department will lease a total of 1,438,249 square feet of office and storage space. The Department leases office space from private owners and from the Department of Management Services (DMS). Currently, the Department administers seventy-six (76) leases, many of which provide collocated program office space. Although most of these leases are in Florida, the Department leases a total of seven (7) facilities in six (6) other states as part of its nationwide General Tax Administration (GTA) function. Private leases account for 83% of total office space occupied.

Fiscal Year 2009-10 annualized lease cost is estimated to total \$27,742,213. No new additional service centers are projected for the remaining years of the five-year plan. Two major factors will continue to impact the cost of the Department's future lease commitments. Historically, the Department's strategy for leasing office space has focused on maximizing renewal options and minimizing rate increases associated with renewal options. This practice benefits the Department by obtaining long term commitments at favorable rates, while allowing for lease termination if the rate structure becomes disadvantageous for the Department. Most renewal options are necessarily accompanied with a minimal rate increase, which increases the Department's total cost for leasing office space.

The second factor is one whose impact has intensified in recent years. For leases without unexercised renewal options or

COL A03		COL A04		COL A05		CODES
AGY REQUEST	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
REVENUE, DEPARTMENT OF						73000000
PGM: CHILD SUPPORT ENF PGM						73300000
REMITTANCE AND DISTN						73300700
HEALTH AND HUMAN SERVICES						13
SERVICES/MOST VULNERABLE						<u>1304.00.00.00</u>
PRICE LEVEL INCREASES						2300000
BUILDING RENTAL FOR PRIVATELY OWNED						
OFFICE SPACE - PRIOR YEAR UNFUNDED						2302200

with disadvantageous renewal options, the Department must go through a competitive bidding process to reacquire the needed space. Recent experiences gauging the commercial lease market through the bidding process has resulted in significant increases in rental rates. We attribute this trend to the unprecedented increase in property values, increased property taxes and extremely elevated insurance premiums throughout Florida in recent years. Unfortunately, this trend will continue to adversely affect the Department's leasing costs as older leases expire.

In last year's budget request, the Department requested \$640,952 for FY 2008-09. These cost increases were not funded by the Legislature. During the 2008 Legislative session the Department closed 6 offices as part of its reduction plan which impacted some of the projected need as outlined in last year's request. Additionally, some of the assumptions made on lease renewals in FY 2008-09 varied slightly upon actual execution. For these reasons, the amount requested in FY 2009-10 is not simply a matter of adding last year's unfunded request to the current year request. Ultimately, the two year impact of private lease increases is \$1,321,852. As the Department implements operational reductions in many areas of service, the inability to maintain a base level of funding for lease payments essentially becomes another reduction issue for the Department.

The private lease increases by program are as follows:

		FY 2008-09	FY 2009-10	Total Request
Administrative Services Program:	\$ 4,945	\$678		\$5,623
Property Tax Oversight Program:	\$0		\$0	\$0
Child Support Enforcement Program:	\$ 215,923	\$577,705	\$793,628	
General Tax Administration Program:	\$ 400,444	\$114,674	\$515,118	
Information Services Program:	\$ 855	\$6,628		\$7,483
Department of Revenue				\$1,321,852

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
REMITTANCE AND DISTN				73300700
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PRICE LEVEL INCREASES				2300000
UNITED STATES POSTAGE INCREASE				2302300
EXPENSES				040000
GENERAL REVENUE FUND -MATCH	2,477			1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	4,806			2261 3
TOTAL APPRO.....	7,283			

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

The Department operates a significant mail services process in both the General Tax Administration Program and the Child Support Enforcement Program with smaller amounts in other programs. During FY 2007-08, the Department expended \$6,430,708 on postage. The Department requested \$176,651 during FY 2008-09 to cover the increase in postage costs for that year. The request was not funded by the Legislature. During FY 2009-10, the rates are expected to increase by an additional \$293,935. This issue requests an increase in Expense category funding of \$470,586 to cover the increased cost of postage for FY2008-09 and FY 2009-10.

In the past, the United States Postal Service (USPS) established new postal rates by specific actions by its Board of Governors. New Federal rules allow the postal service to increase rates each July based upon the current Consumer Price Index (CPI) without formal action from its Board of Governors. The first increase of this kind occurred in July 2008 with an increase of 2.9%. The Congressional Budget Office projects a 4.0% CPI increase in January 2009. The Department estimates the USPS will increase rates by that percentage effective July 2009. Therefore, the Department requests an increase in appropriation of 6.9% above FY 2007-08 actual expenditures or \$470,586.

Without an increase in postage the Department would have to reduce communications with taxpayers and clients of the Child Support Enforcement Program. This could take the form of reduced Taxpayer Information Pamphlets (TIP's), curtailment of delinquent tax notices, or notices of child support obligations to pay going to non-custodial parents. Ultimately, a reduction in out-going mail could negatively impact tax collections and child support collections.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
REMITTANCE AND DISTN				73300700
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
ANNUALIZATION OF ADMINISTERED				
FUNDS APPROPRIATIONS				26A0000
STATE HEALTH INSURANCE PREMIUM				
CONTRIBUTION - 10 MONTHS				
ANNUALIZATION				26A1800
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -MATCH		16,725		1000 2
CSE APP FEE & PROG REV TF -MATCH		465		2104 2
FEDERAL GRANTS TRUST FUND -FEDERL		33,365		2261 3
TOTAL APPRO.....		50,555		
LIFE AND DISABILITY INSURANCE				
REDUCTION - 6 MONTHS ANNUALIZATION				26A2000
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -MATCH		271-		1000 2
CSE APP FEE & PROG REV TF -MATCH		8-		2104 2
FEDERAL GRANTS TRUST FUND -FEDERL		540-		2261 3
TOTAL APPRO.....		819-		
PROGRAM REDUCTIONS				33V0000
AFFILIATED COMPUTER SERVICES -				
STATE DISBURSEMENT UNIT CONTRACT:				
MANDATORY ELECTRONIC DISBURSEMENT				
SECOND YEAR				33V1640
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH		1,292,438-		1000 2
FEDERAL GRANTS TRUST FUND -FEDERL		2,508,850-		2261 3
TOTAL APPRO.....		3,801,288-		

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

The Department of Revenue (Department) requests a reduction in the amount of \$3,801,288 (\$1,292,438 General Revenue and

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
REMITTANCE AND DISTN				73300700
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM REDUCTIONS				33V0000
AFFILIATED COMPUTER SERVICES -				
STATE DISBURSEMENT UNIT CONTRACT:				
MANDATORY ELECTRONIC DISBURSEMENT				
SECOND YEAR				33V1640

\$2,508,850 Trust Fund) in the Purchase of Service Category as a result of cost savings realized through a newly negotiated contract with Affiliated Computer Services.

Pursuant to Section 24, Chapter 2008-153, L. O. F., the Department of Revenue has negotiated a sixty-six (66) month contract extension with its current State Disbursement Unit (SDU) vendor, Affiliated Computer Services, State & Local Solutions, Inc (ACS). Based on this new agreement, the Department will need \$3,801,288 less for SDU services than is in its FY 2008-09 appropriations base.

Cost Analysis:

FY 2007-08 appropriations base:	22,012,630
FY 2008-09 reduction:	3,335,920

FY 2008-09 appropriations base:	18,676,710
FY 2009-10 price per proposal	14,875,422

FY 2009-10 reduction amount	3,801,288

Note: this issue is also reflected on the Department's Schedule VIII B-2 Priority Listing of Agency Budget Issues for Possible Reduction for Legislative Budget Request Year (issue number 33V1640).

PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0
EXPENSES				040000
GENERAL REVENUE FUND -MATCH	141,204	141,204		1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	274,103	274,103		2261 3
	-----	-----	-----	
TOTAL APPRO.....	415,307	415,307		
	=====	=====	=====	

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
REMITTANCE AND DISTN				73300700
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0
OPERATING CAPITAL OUTLAY				060000
GENERAL REVENUE FUND -MATCH	314,911	314,911		1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	611,298	611,298		2261 3
TOTAL APPRO.....	926,209	926,209		
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH	4,170,672	4,170,672		1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	8,096,011	8,096,011		2261 3
TOTAL APPRO.....	12,266,683	12,266,683		
TOTAL: CHILD SUPPORT AUTOMATED MANAGEMENT				36321C0
SYSTEM (CAMS) - PHASE II				
TOTAL ISSUE.....	13,608,199	13,608,199		

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE: IT COMPONENT? YES
 The Department of Revenue (Department) requests \$41,236,971 in non-recurring funds (\$10,217,250 General Revenue and \$31,019,721 Trust Funds) to fund the third year of development and enterprise costs associated with the Child Support Enforcement Automated Management System (CAMS) Phase II. The federal government pays 66% of the total project costs.

BUSINESS PROBLEM:

The Department of Revenue, Child Support Enforcement Program (CSE) relies upon the Florida Online Recipient Integrated Data Access (FLORIDA) System for its information processing needs. FLORIDA is operated and maintained by the Florida Department of Children and Families (DCF). The system is difficult and expensive to use and maintain and does not provide functionality and desired management reporting capabilities. An outgrowth of this situation is a proliferation of nonintegrated, stand-alone systems developed to provide user-desired functionality lacking in the FLORIDA system. This contributes to inefficiencies in core processes, data redundancy, and additional processing to synchronize disparate systems. The Child Support Enforcement Automated Management System (CAMS) is intended to correct these deficiencies for child support functionality.

Migration from FLORIDA to CAMS is planned to be accomplished in two phases. The first phase (Phase I) of CAMS was

COL A03		COL A04		COL A05		CODES
AGY REQUEST	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
REVENUE, DEPARTMENT OF						73000000
PGM: CHILD SUPPORT ENF PGM						73300000
REMITTANCE AND DISTN						73300700
HEALTH AND HUMAN SERVICES						13
SERVICES/MOST VULNERABLE						<u>1304.00.00.00</u>
PROGRAM OR SERVICE-LEVEL						
INFORMATION TECHNOLOGY						3630000
CHILD SUPPORT AUTOMATED MANAGEMENT						
SYSTEM (CAMS) - PHASE II						36321C0

deployed in 2006. The system functionality for compliance, location, and customer assistance components are no longer performed by FLORIDA and are operating on CAMS. The second phase (Phase II) of CAMS addresses the remaining CSE system components necessary to support case creation, paternity establishment, support order establishment and modification, payment processing and fund distribution, and remaining compliance and customer service activities not included in Phase I.

The CAMS Phase II contract was awarded to Deloitte and started in February 2008. As CAMS Phase II comes online, routine establishment and enforcement activities and tasks will be automated and streamlined.

Currently, there is insufficient capacity to fully support web self-service for external users resulting in a need for infrastructure for the CAMS web self-service functionality that will be available for customers to use.

INFORMATION TECHNOLOGY SERVICE:

The Department of Revenue enjoys the relatively unique position of having a vast amount of institutional knowledge of the SAP product suite. Many of the members of the Department's CAMS Project team have direct experience working either as a subcontractor to Deloitte, the implementation vendor for CAMS Phase I and II; as a Department state employee on CAMS Phase I; or as a part of the Department's SUNTAX project team, which currently administers the state's General Tax Administration functions using the SAP product suite. From a technical perspective, the Department enjoys in-depth familiarity with the components of SAP that are planned for use in the CAMS Phase II effort.

The Department has acquired the skill sets and has developed the enterprise planning infrastructure that will help guide, along with the implementation partner's collaboration, the successful completion of this project. The Department will replace the CSE functionality of the FLORIDA system by contracting with Deloitte, a seasoned and globally recognized SAP Implementation Services provider, to manage the implementation of the final phase of CAMS.

The Department of Revenue's Information Services and CSE Programs are staffed with functional and technical resources supporting the CAMS Phase I operations and maintenance. Any changes or enhancements that are needed in the CAMS Phase I system, either from configuration or development, must be done within the Development environment first, then transported to the Quality Assurance and Testing environment for testing and verification before introducing the change into the Production environment. These non-production Development and Quality Assurance and Testing systems, for both Customer Relationship Management (CRM) and Business Intelligence (BI), comprise the critical path for modifications and enhancements to the live production environment. Operations and maintenance activity for CAMS must continue until the go-live date for CAMS Phase II system.

PLANNED APPROACH TO SOLVING THE BUSINESS PROBLEM:

The Department is in the process of developing a state-of-the-art Enterprise Resource Planning (ERP) environment using SAP. The approach to achieving the goal with CAMS Phase II is based on sound industry best practices and real experience gained from CAMS Phase I and SUNTAX implementations. The approach incorporates an IT equipment replacement cycle as

COL A03		COL A04		COL A05		CODES
AGY REQUEST	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
REVENUE, DEPARTMENT OF						73000000
PGM: CHILD SUPPORT ENF PGM						73300000
REMITTANCE AND DISTN						73300700
HEALTH AND HUMAN SERVICES						13
SERVICES/MOST VULNERABLE						<u>1304.00.00.00</u>
PROGRAM OR SERVICE-LEVEL						
INFORMATION TECHNOLOGY						3630000
CHILD SUPPORT AUTOMATED MANAGEMENT						
SYSTEM (CAMS) - PHASE II						36321C0

equipment reaches an end-of-life state thus ensuring CAMS remains a state-of-the-art Enterprise Resource Planning (ERP) environment using SAP. The Department contracted with Northrop Grumman Information Technology for assistance in developing the CSE technical business requirements for Phase II for incorporation in an Invitation to Negotiate (ITN). The ITN served as the basis for the Department to select the implementation vendor.

During ITN development and the subsequent contract negotiations, Department staff developed workflows of the CSE business processes and system requirements. These workflows were used to document the business process "as is" and identify performance gaps resulting from FLORIDA system constraints. Deloitte has started with the system requirements specified in the Department's ITN as a base and will build upon these by conducting joint application design (JAD) sessions through August 2008 with CSE subject matter experts. The information developed at the JAD sessions will be used to determine the "to be" business process design and will further clarify and define the ITN requirements - taking them down to a functional unit level. This will result in the documentation of formal design specifications that, once approved, will serve as the foundation for the system code in the SAP, ERP environment. Once the system is realized, the Department will conduct user acceptance testing. After successful testing, the system will be rolled-out to the user population and operations and maintenance will begin. With the completion of CAMS Phase II, CAMS will replace the legacy Title IV-D automated system that is currently part of the FLORIDA system. The Department is positioned to achieve its targeted milestones in the critical design or "Blueprinting" phase of the CAMS Phase II project.

This request includes infrastructure to support additional capacity for the CAMS web self-service functionality. However, the complete technical and hardware requirements for the web self-service project are not fully identified. Once the scope and rollout strategy for web self-service are defined there may be additional hardware needed to host the site. A technical review of the website design, frequency of updates, and architecture needed to support the hosting requirements is being performed. The Department will provide updated requirements, if changes are required.

This request includes improvements for data backup processes, server management tool and development software to support the self-service website. The Department of Revenue will create detailed plans for installation of hardware. Before hardware installation or migration, the data will be secured in offline backup method of storage tapes. The hardware will be installed, software installed, validation and verification checks for connectivity will be performed before releasing the system to the users. The Information Services Program has experience in hardware replacement and enhancements. Hardware will be sized using appropriate capacity planning data, utilizing best practices for server sizing.

BENEFITS TO BE ACHIEVED:

The Department expects CAMS will: automate routine activities that users perform manually (approximately 75 percent of the total activities); provide intelligent data flow based on robust programmable scenarios of business rules; use decision support software to validate data and provide automated workflow, location, and management reporting; migrate from batch processing to "near real-time" processing in some instances; provide a user-friendly graphical user interface

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
REMITTANCE AND DISTN				73300700
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				<u>1304.00.00.00</u>
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0

(GUI); provide access/connectivity to a wide variety and number of users and managers; facilitate future changes through the use of an open architecture with built-in expansion and scalability features; provide the capability to communicate over the internet and maintain a bi-directional interface with the FLORIDA system to share public assistance data.

The improved automated functionality of CAMS is expected to enhance child support services provided by the Department to parents and children residing in Florida and other states. Additionally, CAMS is expected to result in improved performance as measured by federal performance measures, such as percent of current support collected in relation to child support owed, and percentage of cases in arrears that received a payment during the federal fiscal year. The Department's goal is to implement a child support enforcement system that will enable Florida to achieve its vision of being a program that makes a difference by ensuring families receive the child support they need and deserve.

ASSUMPTIONS AND CONSTRAINTS:

In order to receive Federal Financial Participation (FFP), the CAMS project must comply with specified rules and regulations regarding planning and procurement documents and contracts. The CAMS team has identified the following assumptions and constraints:

Project Assumptions

- 1) It is assumed that the CAMS project will continue to receive State and Federal funding to develop and complete all phases of the project.
- 2) The choice of an SAP Solution will allow the Department to maximize its use of SAP in the CAMS environment and realize a cost savings through leveraging the Department's existing capabilities.

Project Constraints

- 1) The Department and Office of Child Support Enforcement (OCSE) recognize staffing as a constraint to the project. Additional staffing and implementation of alternative supplements to CAMS staff (through contracts) are being employed.
- 2) The projected completion date may be insufficient time to adequately complete a project that will meet stake holder's expectations.

IMPLEMENTATION TIMELINE:

Proposers to the CAMS Phase II ITN were allowed to propose a development methodology. Deloitte selected the Accelerated SAP (ASAP) methodology. This methodology consists of five broad phases: Project Preparation (Prep), Blueprint, Realization, Final Prep, and Go-Live and Support. The Realization phase can be broken down into the smaller units of Develop & Unit Testing, Integration Testing, and User Acceptance Testing. The implementation schedule for the Phases is as follows:

Project Prep Blueprint Realization Final Prep Go-Live and Support

	COL A03		COL A04		COL A05		CODES
	AGY REQUEST FY 2009-10	POS	AGY REQ N/R FY 2009-10	POS	AG REQ ANZ FY 2009-10	AMOUNT	
REVENUE, DEPARTMENT OF							73000000
PGM: CHILD SUPPORT ENF PGM							73300000
REMITTANCE AND DISTN							73300700
HEALTH AND HUMAN SERVICES							13
SERVICES/MOST VULNERABLE							1304.00.00.00
PROGRAM OR SERVICE-LEVEL							
INFORMATION TECHNOLOGY							3630000
CHILD SUPPORT AUTOMATED MANAGEMENT							
SYSTEM (CAMS) - PHASE II							36321C0

2 Months	11 Months	18 Months	6 Months	6 Months
FEB '08-APR '08	APR '08-MAR '09	MAR '09-SEP '10	SEP '10-MAR '11	MAR '11-SEP '11

The Department is currently in the Blueprint Phase.

Cost Analysis: The total amount requested for Fiscal Year 2009-10 is \$41,236,971, of which, \$31,631,552 is being requested to fund the CAMS Phase II implementation vendor's deliverables for the second year of development. The table below specifies the deliverables projected to be completed and paid for based upon the approved project schedule:

IMPLEMENTATION MILESTONES for FY 2008-09 and FY 2009-10

The current schedule provided for the Department's review includes the following payment milestones for FY 08-09.

FY 2008-09 Deliverables	Date	Amount
Document Acceptance Milestones		
B802b Initial Hardware Purchase	07/01/08	329,631
B802c Initial Software Purchase	07/01/08	226,085
B215 Server Sizing Study Report	07/24/08	2,250,000
B803 CAMS Version and Release Report	07/29/08	1,800,000
B205 Development Guidelines & Conventions	08/19/08	1,575,000
B213 JAD Session Report	09/26/08	6,000,000
B201 Requirements Specification	12/02/08	2,280,000
B202 Requirements Traceability	12/02/08	1,680,000
B102 System Specification Review	12/22/08	700,000
Acceptance and Update of Deliverable Group		
Requirements Group	12/23/08	
B008 Requirements Management Plan		775,000
B201 Requirements Specification		570,000
Document Acceptance Milestones		
B209 Data Conversion Plan	02/16/09	2,160,000
B203 Interface Definition	02/27/09	3,075,000
B006 Master Test Plan	03/05/09	2,800,000
B212 Business Blueprint Document	04/01/09	4,500,000
Update within 60 days of Realization Start		
B001 Project Plan	04/01/09	680,000
B002 Quality Management Plan		170,000

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
REMITTANCE AND DISTN				73300700
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0
B003 Risk Management Plan			130,000	
B007 Project Schedule			360,000	
B010 Issue Management Plan			320,000	
Document Acceptance Milestones				
B004 Training Plan		04/14/09	1,680,000	
B102 Functional Design Review		04/21/09	700,000	
Acceptance and Update of Deliverable Group				
Architecture and Functional Design Group		04/22/09		
B203 Interface Definition			205,000	
B205 Development Guidelines & Conventions			315,000	
B212 Business Blueprint Document			900,000	
B214 CAMS System Landscape			675,000	
B215 Server Sizing Study Report			450,000	
B801 Hardware & Software Purchase List			150,000	
B803 CAMS Version and Release Report			600,000	
Update & Consistency after Functional Design		05/08/09		
B201 Requirements Specification			380,000	
Document Acceptance Milestones				
B207 Problem Status Reports (monthly payments of \$100,000)			1,200,000	
B1001 Monthly Facilities (monthly payments of \$33,533)			402,396	
Total FY 2008-09 Deliverables:			\$40,038,112	
FY 2009-10 Deliverables		Date	Amount	
Document Acceptance Milestones				
B802f Year 2 Software Maintenance		07/14/09	107,500	
B401 Acceptance Test Plan		08/03/09	1,200,000	
B501 Communication Plan		08/24/09	800,000	
B802d Second Hardware Purchase		09/02/09	2,574,696	
B802e Second Software Purchase		09/02/09	704,460	
B301 Disaster Recovery Plan		09/15/09	935,000	
B502 Communication Materials		10/05/09	560,000	
B204 Design Description		10/15/09	4,320,000	
B102 Technical Design Formal Review		11/04/09	700,000	

	COL A03		COL A04		COL A05		CODES
	AGY REQUEST FY 2009-10	POS	AGY REQ N/R FY 2009-10	POS	AG REQ ANZ FY 2009-10	POS	
REVENUE, DEPARTMENT OF							73000000
PGM: CHILD SUPPORT ENF PGM							73300000
REMITTANCE AND DISTN							73300700
HEALTH AND HUMAN SERVICES							13
SERVICES/MOST VULNERABLE							<u>1304.00.00.00</u>
PROGRAM OR SERVICE-LEVEL							
INFORMATION TECHNOLOGY							3630000
CHILD SUPPORT AUTOMATED MANAGEMENT							
SYSTEM (CAMS) - PHASE II							36321C0

B503 Communication Report			01/04/10		2,400,000	
Acceptance and Update of Deliverable Group						
Communications Group			01/26/10			
B501 Communication Plan					100,000	
B502 Communication Materials					70,000	
B503 Communication Report					300,000	
Technical Design and Development Group			01/27/10			
B204 Design Description					360,000	
B206 Software Code & Release Notes					560,000	
Document Acceptance Milestones						
B402 Acceptance Test Scripts			01/29/10		1,600,000	
B102 Test Readiness Review Formal Review			02/15/10		700,000	
B211 Rollout Strategy Plan			02/15/10		2,160,000	
B210 Data Conversion Schedule			03/04/10		2,160,000	
B009 Master Training Schedule			05/11/10		1,600,000	
B404 Testing & Tuning Results			05/19/10		1,200,000	
B702 Technical Manual			05/19/10		595,000	
B701 User Manual			05/21/10		1,200,000	
B910 Federal Distribution Test Deck Documentation			05/25/10		750,000	
B601 Installation and Initialization Plan			06/02/10		525,000	
B102 Installation Readiness Formal Review			06/09/10		700,000	
B303 Operations & Maintenance Transition Plan			06/30/10		1,147,500	
B207 Problem Status Reports (monthly payments of \$100,000)					1,200,000	
B1001 Monthly Facilities (monthly payments of \$33,533)					402,396	
Subtotal FY 2009-10 Implementation Vendor Costs					31,631,552	

The FY 2009-10 funding request also includes Enterprise costs associated with the CAMS Project. This includes project management activities, training, travel, and other miscellaneous expenses. The table below itemizes the combined development costs.

Development Tasks	FY 09-10 Request	Description
CAMS Phase II Implementation Contract	31,631,552	This provides funding to develop the system.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
REMITTANCE AND DISTN				73300700
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0
Data Center Development Support				
Contract Testers		2,562,560		This provides funding to support system testers
Program Management				
Technical Assist. Staff Augmentation	1,919,958			Funding for 10 contracted tech. staff
Quality Assurance Staff Augmentation	436,800			Funding for 3 contracted QA staff
Project Management Office	1,624,842			Funding for 6 contracted PMO staff
Travel				
State Cost		162,518		Cost estimation based on historical travel for CAMS
Training				
CAMS Professional Development		198,000		Estimated cost to provide SAP and other training in support of CAMS
IV&V				
Contractor Cost		1,049,368		Federally required project monitoring contract
Miscellaneous Expense				
State Cost		247,478		Rent, office supplies, CAMS staff software & hardware, office furniture, etc.
Hardware - OCO		15,000		Load balancer, networking capacity,
Enterprise Hardware		\$217,000		Backup, De-Duplication and Platform
Enterprise Software		144,050		Development Software
Gartner Consulting		17,822		One seat
Critical CAMS/FLORIDA Expenditures		1,010,023		
TOTAL		\$41,236,971		

Displayed below are the start and end dates for the CAMS Phase I and II development and implementation vendor. The CAMS Phase I development and implementation vendor signed their negotiated contract October 2003. The CAMS Phase II development and implementation vendor signed their negotiated contract February 2008.

Project Start/End Dates: CAMS I Development 10/2003 through 4/2006

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
REMITTANCE AND DISTN				73300700
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0
CAMS I Operations & Maintenance				began 4/2006
CAMS I Warranty				4/2006 through 1/2007
CAMS II Development				2/13/2008 through 3/14/2011
CAMS II Warranty				3/15/2011 through 9/12/2011
Federal Certification				9/13/2011 through 5/31/2012

Total Project Cost (by component / all years): Total projected cost estimates for CAMS Phase I development and CAMS Phase II development are reflected in the table below. The total investment for CAMS through FY 2011-12 is \$214.2 million. The state share of this investment is \$72.7 million and the federal share is \$141.4 million.

CAMS I		
FISCAL YEAR	APPROPRIATED (2)	EXPENDED
FY 01-02	6,251,985	1,470,897
FY 02-03	13,394,884	2,288,798
FY 03-04	23,498,257	13,679,532
FY 04-05	15,849,609	11,668,481
FY 05-06(1)	15,162,059	16,705,754
FY 06-07	5,148,331	4,148,949
TOTAL CAMS I EXPENDITURES		49,962,411
CAMS II		
FY 05-06(1)	2,250,000	388,011
FY 06-07	12,129,447	9,215,570
FY 07-08(E)	20,072,970	20,072,970
FY 08-09(E)	51,367,492	51,367,492
FY 09-10(E)	41,236,971	41,236,971
FY 10-11(E)	28,570,307	28,570,307
FY 11-12(E)	13,380,764	13,380,764
TOTAL CAMS II EXPENDITURES		164,232,085
CAMS I & II COMBINED		
FY 01-02	6,251,985	1,470,897

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
REMITTANCE AND DISTN				73300700
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0
FY 02-03		13,394,884		2,288,798
FY 03-04		23,498,257		13,679,532
FY 04-05		15,849,609		11,668,481
FY 05-06		17,412,059		17,093,765
FY 06-07		17,277,778		13,364,519
FY 07-08(E)		20,072,970		20,072,970
FY 08-09(E)		51,367,492		51,367,492
FY 09-10(E)		41,236,971		41,236,971
FY 10-11(E)		28,570,307		28,570,307
FY 11-12(E)(3)		13,380,764		13,380,764
TOTAL PROJECTED COST FOR DEVELOPMENT				214,194,496
State Share				72,826,129
Federal Share				141,368,367

(Notes:) Table reflects development costs only, not operations and maintenance.

(1) Pursuant to direction from the Technology Review Workgroup, FY 2005-06 funds were reallocated from CAMS II to CAMS I, in lieu of requesting additional appropriation from administered funds.

(2) \$2,478,016 of the FY 2001-02 appropriation was recurring. This amount was available, in addition to the new non-recurring appropriations reflected on the table, for the CAMS I development effort during Fiscal Years 2002-03, 2003-04, 2004-05, & 2005-06. In Fiscal year 2006-07 these funds were used to offset the portion of the Department's recurring request that applied to funding increasing mailroom operations as a result of CAMS I implementation.

(3) Enterprise costs were inadvertently not included on the project cost table in the FY 2008-09 CAMS LBR submission. \$8.5 million is included this year.

COST IMPACT TO EXISTING AGENCY OPERATIONS AND SYSTEM MAINTENANCE

Currently the Department pays \$4,904,876 to operate and maintain CAMS Phase I, and pays the Department of Children and Families \$18,657,388, for Child Support Enforcement Services on the DCF FLORIDA System, a total cost of \$23,562,264. It is assumed that once CAMS becomes the single federally certified state system, there will be no Child Support costs for the FLORIDA System. Total CAMS operations & maintenance (O&M) costs for CAMS I & II combined are estimated to be approximately \$7,177,195 million. (Note that some of this decrease is due to a greater reliance on state staff funded

COL A03		COL A04		COL A05		CODES
AGY REQUEST	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
REVENUE, DEPARTMENT OF						73000000
PGM: CHILD SUPPORT ENF PGM						73300000
REMITTANCE AND DISTN						73300700
HEALTH AND HUMAN SERVICES						13
SERVICES/MOST VULNERABLE						<u>1304.00.00.00</u>
PROGRAM OR SERVICE-LEVEL						
INFORMATION TECHNOLOGY						3630000
CHILD SUPPORT AUTOMATED MANAGEMENT						
SYSTEM (CAMS) - PHASE II						36321C0

from the base budget than is present in the current FLORIDA environment and the dedication of those staff to the O&M effort is not included in this cost analysis) .

CAMS IMPACT IF NOT FUNDED

If funding is not received, the Department of Revenue will continue to operate and maintain two large systems, FLORIDA and CAMS, to support the Child Support Enforcement program. This effort requires hardware, software and staffing to support each system and the complex interface linking them. The risk of data integrity issues for both systems is increased with the interface remaining in place.

The Federal Office of Child Support Enforcement has supported the phased implementation of CAMS with the understanding that all CSE functionality would eventually migrate off the FLORIDA system onto CAMS. At this point in the phased implementation, with functionality split between CAMS and FLORIDA, the system may not meet Federal certification requirements for a comprehensive, automated, statewide system as specified in Automated Systems for Child Support Enforcement: A Guide for States, published by the U.S. Department of Health & Human Services. Failure to meet system certification requirements may put the Department out of compliance with the federally required and approved state plan, which provides the basis for federal funding of Florida's Child Support Enforcement Program. Failure to meet federal requirements could jeopardize the Temporary Assistance for Needy Families (TANF) block grant.

Additionally, the Department will continue to be heavily dependent upon the FLORIDA system for the majority of its information processing needs. FLORIDA is operated and maintained by the Florida Department of Children and Families (DCF). The FLORIDA system is difficult and expensive to use and maintain. The Department of Revenue has estimated a \$16.4 million annual cost savings resulting from the consolidation of all operations and maintenance activities onto CAMS.

The impact to users of not funding CAMS is high. Users must currently toggle between both systems to view case and member data and in some cases wait for updates to occur between the two systems before being able to take the next appropriate action for the case. The Department may not be able to realize additional collections and associated financial benefits resulting from the streamlining of the order establishment process until CAMS is fully operational. Customer service and the ability to manage cases may decline without the advantages that automation in CAMS will bring over current system and manual processes. Additionally, FLORIDA does not provide functionality and the desired management reporting capabilities envisioned for the full CAMS system. CAMS system performance will remain impacted with batch schedule limitations imposed by having to wait for FLORIDA financial processing to be completed each night before CAMS can begin certain batch processing. CAMS also remains limited in the amount of data it can process at a given time due to downstream FLORIDA processing impacts.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
REMITTANCE AND DISTN				73300700
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT ENFORCEMENT PROGRAM				
INITIATIVES - MIAMI-DADE TELEPHONE				
SYSTEM FOR NEW FACILITY				36325C0
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH	3,425	3,425		1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	6,649	6,649		2261 3
TOTAL APPRO.....	10,074	10,074		

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

The Department of Revenue (DOR) Child Support Enforcement (CSE) Program contracts with the State Attorney Eleventh Judicial Circuit for all Child Support Enforcement Services in Miami-Dade County pursuant to Chapter 85-178, Section 6, Laws of Florida, as amended by Chapter 86-220, Section 156, Laws of Florida. Funds expended on behalf of the title IV-D program are reimbursed by DOR. As such, the Department of Revenue must submit a Legislative Budget Request each year to obtain any funding increases requested by the Justice Administration Commission (JAC) to fund the Miami-Dade CSE Program's activities. Due to non-renewal of the CSE lease and scheduled demolition of the building, all staff will move to a new facility in early 2010. Although every effort is being made to anticipate and minimize costs associated with the move, the existing main telephone system cannot be relocated to the new building.

This issue requests replacement of the existing Siemens phone system which uses copper trunks and antiquated technology, and is no longer supported or maintained by Siemens, with Voice-Over IP system. An Avaya system is presently used in the Miami-Dade CSE Call Center. The Call Center system was recently upgraded to handle the functionality of the Statewide Child Support CAMS computer system. The required servers are already in place to support additional Voice-Over IP (VoIP) phones, therefore enabling us to save money by expanding Miami-Dade's current system instead of buying a completely new system. The advanced technology of the VoIP system allows phones to utilize the data network, which will result in a cost avoidance of \$35,000 or more in wiring for a separate phone infrastructure. Additionally, an immediate and recurring savings on phone line charges will be seen since the connectivity (PRI) service is substantially less expensive than copper trunks. The total requested for the Miami-Dade Demonstration Project is \$570,900(non-recurring). This issue is mirrored in JAC issue #3007010.

A representative from Avaya Government Solutions was asked to study the existing system and needs, and proposed a detailed solution based on the expansion of the Avaya system in the Miami-Dade Call Center. The proposed solution is summarized below.

PBX	\$271,523
Gateway	17,810

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
REMITTANCE AND DISTN				73300700
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT ENFORCEMENT PROGRAM				
INITIATIVES - MIAMI-DADE TELEPHONE				
SYSTEM FOR NEW FACILITY				36325C0
Switch	109,356			
UPS	2,795			
Call Accounting	12,926			
Voicemail	38,390			
Implementation	118,100			
Total Issue	\$570,900			

Not replacing the phone system would effectively shut down Child Support Enforcement communications in Miami-Dade County. Without an operational office-wide telephone system, custodial and non-custodial parents could not personally speak with attorneys or staff without an appointment. All appointments would need to be set, reset or cancelled by mail; the ability to follow up on court ordered collections or other financial resolutions, legal or administrative, would be impaired and result in dramatically diminished collections. Since this alternative is not acceptable, another funding source would need to be found if this issue was not funded. This would most likely result in freezing positions to generate the necessary funds.

The Miami-Dade CSE program is consistently ranked first in the state in collections. Non-funding will bring about a loss of revenue to the State of Florida and severely impact the well being and care of venerable children of our community.

CHILD SUPPORT ENFORCEMENT PROGRAM				
INITIATIVES				4400000
MANATEE DEMONSTRATION PROJECT -				
SALARY AND RENT INCREASES				4400240
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH	578			1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	1,122			2261 3
TOTAL APPRO.....	1,700			

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

The Department of Revenue requests \$96,353, \$32,760 in General Revenue and \$63,593 in Federal Trust, in the Purchase of

COL A03		COL A04		COL A05		CODES
AGY REQUEST	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
REVENUE, DEPARTMENT OF						73000000
PGM: CHILD SUPPORT ENF PGM						73300000
REMITTANCE AND DISTN						73300700
HEALTH AND HUMAN SERVICES						13
SERVICES/MOST VULNERABLE						<u>1304.00.00.00</u>
CHILD SUPPORT ENFORCEMENT PROGRAM						
INITIATIVES						4400000
MANATEE DEMONSTRATION PROJECT -						
SALARY AND RENT INCREASES						4400240

Service category to adequately fund the Manatee County Demonstration Project (Program) for Fiscal Year 2009-2010.

The Program was established by Chapter 85-178, Section 6, Laws of Florida, as amended by Chapter 86-220, Section 156, Laws of Florida. The Program is under contract with the Department of Revenue to provide full IV-D Child Support Enforcement services for the citizens of Manatee County and derives its funding from a cost reimbursement contract with the Department as provided for in the enabling legislation. The Program's project staff are employees of the Clerk of the Circuit Court. As such, the Department of Revenue must submit a Legislative Budget Request each year in order to obtain salary and other operating and cost level increases to adequately fund the Program's activities. Annual raises granted to the Program's project staff are the same as those granted to all other Clerk's office employees.

This issue requests \$86,696 in salaries and benefits to maintain parity with Manatee Clerk of Court employees and \$9,657 for office rental. The total requested for the Program is \$96,353. The Program has historically ranked as one of the high performers in the state for child support obligations and collections which represent a cost savings in public assistance benefits. Additionally, the Program remains cost effective in terms of dollars collected versus dollars expended on the program. As Program goals are met or exceeded, the result is additional incentive monies for the state IV-D program. In addition, the Program's performance assists the state in achieving the established IV-D goals to receive federal incentive funds.

For annual salary increases, calculations are based upon percentages granted by the Board of County Commissioners over the past several years. For annual salary increases, a 2.5% increase was calculated, along with longevity raises of 2% for eligible employees. Retirement benefits were calculated at 10.76%, based on the increase specified by the legislature effective July 1, 2009. A 5% increase was applied to Health Insurance based on the same percentage increases over the past few years as health insurance costs continue to see the largest increases.

To determine the need for office rental in 2009-10, the lease calls for a yearly increase in accordance with the Consumer Price Index. The current average is 3.5%. The 3.5% increase was applied to the base office rental amount for FY 2006-07.

All Program positions are continually filled and any loss of personnel funding will require layoffs and a reduction of services. Without adequate funding, the program would potentially lose 2.2 FTEs, which would reduce client services, thereby reducing child support collections and increasing costs to other public assistance programs in Manatee county. The Manatee County CSE Demonstration Project should be fully funded on a cost reimbursement basis as provided for in the legislation creating the program. Adequate funding for the Program ensures sufficient staffing and resources to effectively and efficiently perform all IV-D functions required by Federal and State law.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
REMITTANCE AND DISTN				73300700
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				<u>1304.00.00.00</u>
TOTAL: SERVICES/MOST VULNERABLE				<u>1304.00.00.00</u>
BY FUND TYPE				
GENERAL REVENUE FUND	13,486,249	4,630,212		1000
TRUST FUNDS	39,479,781	8,988,061		2000
TOTAL POSITIONS.....	64.00			
TOTAL PROG COMP.....	52,966,030	13,618,273		
TOTAL SALARY RATE.....	1,896,498			
	=====	=====	=====	

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
ESTABLISHMENT				73300800
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SALARY RATE				000000
SALARY RATE.....	19,966,356			
=====				
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -MATCH	8,895,404			1000 2
CSE APP FEE & PROG REV TF -MATCH	220,059			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	17,698,579			2261 3

TOTAL POSITIONS.....	576.00			
TOTAL APPRO.....	26,814,042			
=====				
OTHER PERSONAL SERVICES				030000
GENERAL REVENUE FUND -MATCH	17,162			1000 2
CSE APP FEE & PROG REV TF -MATCH	69,158			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	167,561			2261 3

TOTAL APPRO.....	253,881			
=====				
EXPENSES				040000
GENERAL REVENUE FUND -MATCH	2,452,332			1000 2
CHILD SUPPORT INCENTIVE TF-MATCH	281,893			2075 2
CSE APP FEE & PROG REV TF -MATCH	2,411			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	5,312,292			2261 3

TOTAL APPRO.....	8,048,928			
=====				
OPERATING CAPITAL OUTLAY				060000
GENERAL REVENUE FUND -MATCH	31,638			1000 2
CHILD SUPPORT INCENTIVE TF-MATCH	11,239			2075 2
FEDERAL GRANTS TRUST FUND -FEDERL	83,233			2261 3

TOTAL APPRO.....	126,110			
=====				

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
ESTABLISHMENT				73300800
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH	4,919,390			1000 2
CHILD SUPPORT INCENTIVE TF-MATCH	5,479,856			2075 2
-FEDERL	7,741,480			2075 3
TOTAL CHILD SUPPORT INCENTIVE TF	13,221,336			2075
CSE APP FEE & PROG REV TF -MATCH	710,773			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	29,276,327			2261 3
TOTAL APPRO.....	48,127,826			
RISK MANAGEMENT INSURANCE				103241
GENERAL REVENUE FUND -MATCH	85,827			1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	166,605			2261 3
TOTAL APPRO.....	252,432			
DATA PROCESSING SERVICES				210000
DCF DATA CENTER				210008
GENERAL REVENUE FUND -MATCH	1,898,144			1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	3,684,632			2261 3
TOTAL APPRO.....	5,582,776			
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	576.00			
TOTAL ISSUE.....	89,205,995			
TOTAL SALARY RATE.....	19,966,356			

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
ESTABLISHMENT				73300800
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
ESTIMATED EXPENDITURES				1000000
ADJUSTMENT TO STATE HEALTH				
INSURANCE PREMIUM CONTRIBUTION -				
FISCAL YEAR 2008-09				1001800
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -MATCH	19,479			1000 2
CSE APP FEE & PROG REV TF -MATCH	9,851			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	56,936			2261 3
TOTAL APPRO.....	86,266			
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH	9,144			1000 2
GRANTS AND DONATIONS TF -FEDERL	17,749			2339 3
TOTAL APPRO.....	26,893			
TOTAL: ADJUSTMENT TO STATE HEALTH				1001800
INSURANCE PREMIUM CONTRIBUTION -				
FISCAL YEAR 2008-09				
TOTAL ISSUE.....	113,159			
ADJUSTMENT TO STATE LIFE AND				
DISABILITY INSURANCE CONTRIBUTION				
RATES - FISCAL YEAR 2008-09				1001910
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -MATCH	2,088-			1000 2
CSE APP FEE & PROG REV TF -MATCH	1,334-			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	6,641-			2261 3
TOTAL APPRO.....	10,063-			

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
ESTABLISHMENT				73300800
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				<u>1304.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ADJUSTMENT TO STATE LIFE AND				
DISABILITY INSURANCE CONTRIBUTION				
RATES - FISCAL YEAR 2008-09				1001910
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH	1,251-			1000 2
GRANTS AND DONATIONS TF -FEDERL	2,429-			2339 3
TOTAL APPRO.....	3,680-			
TOTAL: ADJUSTMENT TO STATE LIFE AND				1001910
DISABILITY INSURANCE CONTRIBUTION				
RATES - FISCAL YEAR 2008-09				
TOTAL ISSUE.....	13,743-			
NONRECURRING EXPENDITURES				2100000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				2103067
EXPENSES				040000
CHILD SUPPORT INCENTIVE TF-MATCH	281,893-			2075 2
FEDERAL GRANTS TRUST FUND -FEDERL	547,204-			2261 3
TOTAL APPRO.....	829,097-			
OPERATING CAPITAL OUTLAY				060000
CHILD SUPPORT INCENTIVE TF-MATCH	1,683-			2075 2
FEDERAL GRANTS TRUST FUND -FEDERL	3,267-			2261 3
TOTAL APPRO.....	4,950-			
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
CHILD SUPPORT INCENTIVE TF-MATCH	5,479,856-			2075 2
FEDERAL GRANTS TRUST FUND -FEDERL	10,637,369-			2261 3

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
ESTABLISHMENT				73300800
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
NONRECURRING EXPENDITURES				2100000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				2103067
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
TOTAL APPRO.....		16,117,225-		
TOTAL: CHILD SUPPORT AUTOMATED MANAGEMENT				2103067
SYSTEM (CAMS) - PHASE II				
TOTAL ISSUE.....		16,951,272-		
IMPLEMENTATION OF RANDOM MOMENT				
SAMPLING FOR THE CLERK OF COURT				
DEPOSITORIES				2103068
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
FEDERAL GRANTS TRUST FUND -FEDERL		2,546,543-		2261 3
PRICE LEVEL INCREASES				2300000
BUILDING RENTAL FOR PRIVATELY OWNED				
OFFICE SPACE - PRIOR YEAR UNFUNDED				2302200
EXPENSES				040000
GENERAL REVENUE FUND -MATCH		54,588		1000 2
FEDERAL GRANTS TRUST FUND -FEDERL		105,966		2261 3
TOTAL APPRO.....		160,554		
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH		17,184		1000 2
FEDERAL GRANTS TRUST FUND -FEDERL		33,357		2261 3
TOTAL APPRO.....		50,541		

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
ESTABLISHMENT				73300800
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PRICE LEVEL INCREASES				2300000
BUILDING RENTAL FOR PRIVATELY OWNED				
OFFICE SPACE - PRIOR YEAR UNFUNDED				2302200
TOTAL: BUILDING RENTAL FOR PRIVATELY OWNED				2302200
OFFICE SPACE - PRIOR YEAR UNFUNDED				
TOTAL ISSUE.....	211,095			

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

This issue requests \$1,321,852 for funding the projected increases in private leases within the Department. For Fiscal Year 2008-09, the Department will lease a total of 1,438,249 square feet of office and storage space. The Department leases office space from private owners and from the Department of Management Services (DMS). Currently, the Department administers seventy-six (76) leases, many of which provide collocated program office space. Although most of these leases are in Florida, the Department leases a total of seven (7) facilities in six (6) other states as part of its nationwide General Tax Administration (GTA) function. Private leases account for 83% of total office space occupied.

Fiscal Year 2009-10 annualized lease cost is estimated to total \$27,742,213. No new additional service centers are projected for the remaining years of the five-year plan. Two major factors will continue to impact the cost of the Department's future lease commitments. Historically, the Department's strategy for leasing office space has focused on maximizing renewal options and minimizing rate increases associated with renewal options. This practice benefits the Department by obtaining long term commitments at favorable rates, while allowing for lease termination if the rate structure becomes disadvantageous for the Department. Most renewal options are necessarily accompanied with a minimal rate increase, which increases the Department's total cost for leasing office space.

The second factor is one whose impact has intensified in recent years. For leases without unexercised renewal options or with disadvantageous renewal options, the Department must go through a competitive bidding process to reacquire the needed space. Recent experiences gauging the commercial lease market through the bidding process has resulted in significant increases in rental rates. We attribute this trend to the unprecedented increase in property values, increased property taxes and extremely elevated insurance premiums throughout Florida in recent years. Unfortunately, this trend will continue to adversely affect the Department's leasing costs as older leases expire.

In last year's budget request, the Department requested \$640,952 for FY 2008-09. These cost increases were not funded by the Legislature. During the 2008 Legislative session the Department closed 6 offices as part of its reduction plan which impacted some of the projected need as outlined in last year's request. Additionally, some of the assumptions made on lease renewals in FY 2008-09 varied slightly upon actual execution. For these reasons, the amount requested in FY 2009-10 is not simply a matter of adding last year's unfunded request to the current year request. Ultimately, the two year impact of private lease increases is \$1,321,852. As the Department implements operational reductions in many areas of service, the inability to maintain a base level of funding for lease payments essentially becomes another reduction issue for the Department.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
ESTABLISHMENT				73300800
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PRICE LEVEL INCREASES				2300000
BUILDING RENTAL FOR PRIVATELY OWNED				
OFFICE SPACE - PRIOR YEAR UNFUNDED				2302200

The private lease increases by program are as follows:

		FY 2008-09	FY 2009-10	Total Request
Administrative Services Program:	\$ 4,945	\$678		\$5,623
Property Tax Oversight Program:	\$0		\$0	\$0
Child Support Enforcement Program:	\$ 215,923	\$577,705	\$793,628	
General Tax Administration Program:	\$ 400,444	\$114,674	\$515,118	
Information Services Program:	\$ 855	\$6,628		\$7,483
Department of Revenue				\$1,321,852

UNITED STATES POSTAGE INCREASE				2302300
EXPENSES				040000
GENERAL REVENUE FUND -MATCH	21,425			1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	41,590			2261 3
TOTAL APPRO.....	63,015			

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

The Department operates a significant mail services process in both the General Tax Administration Program and the Child Support Enforcement Program with smaller amounts in other programs. During FY 2007-08, the Department expended \$6,430,708 on postage. The Department requested \$176,651 during FY 2008-09 to cover the increase in postage costs for that year. The request was not funded by the Legislature. During FY 2009-10, the rates are expected to increase by an additional \$293,935. This issue requests an increase in Expense category funding of \$470,586 to cover the increased cost of postage for FY2008-09 and FY 2009-10.

In the past, the United States Postal Service (USPS) established new postal rates by specific actions by its Board of Governors. New Federal rules allow the postal service to increase rates each July based upon the current Consumer Price Index (CPI) without formal action from its Board of Governors. The first increase of this kind occurred in July 2008 with an increase of 2.9%. The Congressional Budget Office projects a 4.0% CPI increase in January 2009. The Department

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
ESTABLISHMENT				73300800
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PRICE LEVEL INCREASES				2300000
UNITED STATES POSTAGE INCREASE				2302300

estimates the USPS will increase rates by that percentage effective July 2009. Therefore, the Department requests an increase in appropriation of 6.9% above FY 2007-08 actual expenditures or \$470,586.

Without an increase in postage the Department would have to reduce communications with taxpayers and clients of the Child Support Enforcement Program. This could take the form of reduced Taxpayer Information Pamphlets (TIP's), curtailment of delinquent tax notices, or notices of child support obligations to pay going to non-custodial parents. Ultimately, a reduction in out-going mail could negatively impact tax collections and child support collections.

ANNUALIZATION OF ADMINISTERED FUNDS APPROPRIATIONS				26A0000
STATE HEALTH INSURANCE PREMIUM CONTRIBUTION - 10 MONTHS				
ANNUALIZATION SALARIES AND BENEFITS				26A1800 010000
GENERAL REVENUE FUND -MATCH	97,395			1000 2
CSE APP FEE & PROG REV TF -MATCH	49,255			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	284,680			2261 3
TOTAL APPRO.....	431,330			
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH	45,720			1000 2
GRANTS AND DONATIONS TF -FEDERL	88,745			2339 3
TOTAL APPRO.....	134,465			
TOTAL: STATE HEALTH INSURANCE PREMIUM CONTRIBUTION - 10 MONTHS ANNUALIZATION				26A1800
TOTAL ISSUE.....	565,795			

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
ESTABLISHMENT				73300800
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
ANNUALIZATION OF ADMINISTERED				
FUNDS APPROPRIATIONS				26A0000
LIFE AND DISABILITY INSURANCE				
REDUCTION - 6 MONTHS ANNUALIZATION				26A2000
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -MATCH		2,088-		1000 2
CSE APP FEE & PROG REV TF -MATCH		1,334-		2104 2
FEDERAL GRANTS TRUST FUND -FEDERL		6,641-		2261 3
TOTAL APPRO.....		10,063-		
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH		1,251-		1000 2
GRANTS AND DONATIONS TF -FEDERL		2,429-		2339 3
TOTAL APPRO.....		3,680-		
TOTAL: LIFE AND DISABILITY INSURANCE				26A2000
REDUCTION - 6 MONTHS ANNUALIZATION				
TOTAL ISSUE.....		13,743-		
FUND SHIFT				3400000
GRANTS AND DONATIONS TRUST FUND TO				
FEDERAL TRUST FUND-DEDUCT				3402050
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GRANTS AND DONATIONS TF -FEDERL		101,636-		2339 3

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

The Grants and Donations Trust Fund 2339 which sunset as of July 2008 was appropriated \$322,934 in error. These dollars should have been appropriated to the Federal Trust Fund 2261 in FY 2009-10.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
ESTABLISHMENT				73300800
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
FUND SHIFT				3400000
GRANTS AND DONATIONS TRUST FUND TO				
FEDERAL TRUST FUND-ADD				3402060
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
FEDERAL GRANTS TRUST FUND -FEDERL	101,636			2261 3

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE: IT COMPONENT? NO
 The Grants and Donations Trust Fund 2339 which sunset as of July 2008 was appropriated \$322,934 in error. These dollars should have been appropriated to the Federal Trust Fund 2261 in FY 2009-10.

PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0
EXPENSES				040000
GENERAL REVENUE FUND -MATCH	141,205	141,205		1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	274,102	274,102		2261 3
TOTAL APPRO.....	415,307	415,307		

OPERATING CAPITAL OUTLAY				060000
GENERAL REVENUE FUND -MATCH	314,912	314,912		1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	611,299	611,299		2261 3
TOTAL APPRO.....	926,211	926,211		

SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH	4,170,672	4,170,672		1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	8,096,011	8,096,011		2261 3

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
ESTABLISHMENT				73300800
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
TOTAL APPRO.....	12,266,683	12,266,683		
TOTAL: CHILD SUPPORT AUTOMATED MANAGEMENT				36321C0
SYSTEM (CAMS) - PHASE II				
TOTAL ISSUE.....	13,608,201	13,608,201		

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

The Department of Revenue (Department) requests \$41,236,971 in non-recurring funds (\$10,217,250 General Revenue and \$31,019,721 Trust Funds) to fund the third year of development and enterprise costs associated with the Child Support Enforcement Automated Management System (CAMS) Phase II. The federal government pays 66% of the total project costs.

BUSINESS PROBLEM:

The Department of Revenue, Child Support Enforcement Program (CSE) relies upon the Florida Online Recipient Integrated Data Access (FLORIDA) System for its information processing needs. FLORIDA is operated and maintained by the Florida Department of Children and Families (DCF). The system is difficult and expensive to use and maintain and does not provide functionality and desired management reporting capabilities. An outgrowth of this situation is a proliferation of nonintegrated, stand-alone systems developed to provide user-desired functionality lacking in the FLORIDA system. This contributes to inefficiencies in core processes, data redundancy, and additional processing to synchronize disparate systems. The Child Support Enforcement Automated Management System (CAMS) is intended to correct these deficiencies for child support functionality.

Migration from FLORIDA to CAMS is planned to be accomplished in two phases. The first phase (Phase I) of CAMS was deployed in 2006. The system functionality for compliance, location, and customer assistance components are no longer performed by FLORIDA and are operating on CAMS. The second phase (Phase II) of CAMS addresses the remaining CSE system components necessary to support case creation, paternity establishment, support order establishment and modification, payment processing and fund distribution, and remaining compliance and customer service activities not included in Phase I.

The CAMS Phase II contract was awarded to Deloitte and started in February 2008. As CAMS Phase II comes online, routine establishment and enforcement activities and tasks will be automated and streamlined.

Currently, there is insufficient capacity to fully support web self-service for external users resulting in a need for infrastructure for the CAMS web self-service functionality that will be available for customers to use.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
ESTABLISHMENT				73300800
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0

INFORMATION TECHNOLOGY SERVICE:

The Department of Revenue enjoys the relatively unique position of having a vast amount of institutional knowledge of the SAP product suite. Many of the members of the Department's CAMS Project team have direct experience working either as a subcontractor to Deloitte, the implementation vendor for CAMS Phase I and II; as a Department state employee on CAMS Phase I; or as a part of the Department's SUNTAX project team, which currently administers the state's General Tax Administration functions using the SAP product suite. From a technical perspective, the Department enjoys in-depth familiarity with the components of SAP that are planned for use in the CAMS Phase II effort.

The Department has acquired the skill sets and has developed the enterprise planning infrastructure that will help guide, along with the implementation partner's collaboration, the successful completion of this project. The Department will replace the CSE functionality of the FLORIDA system by contracting with Deloitte, a seasoned and globally recognized SAP Implementation Services provider, to manage the implementation of the final phase of CAMS.

The Department of Revenue's Information Services and CSE Programs are staffed with functional and technical resources supporting the CAMS Phase I operations and maintenance. Any changes or enhancements that are needed in the CAMS Phase I system, either from configuration or development, must be done within the Development environment first, then transported to the Quality Assurance and Testing environment for testing and verification before introducing the change into the Production environment. These non-production Development and Quality Assurance and Testing systems, for both Customer Relationship Management (CRM) and Business Intelligence (BI), comprise the critical path for modifications and enhancements to the live production environment. Operations and maintenance activity for CAMS must continue until the go-live date for CAMS Phase II system.

PLANNED APPROACH TO SOLVING THE BUSINESS PROBLEM:

The Department is in the process of developing a state-of-the-art Enterprise Resource Planning (ERP) environment using SAP. The approach to achieving the goal with CAMS Phase II is based on sound industry best practices and real experience gained from CAMS Phase I and SUNTAX implementations. The approach incorporates an IT equipment replacement cycle as equipment reaches an end-of-life state thus ensuring CAMS remains a state-of-the-art Enterprise Resource Planning (ERP) environment using SAP. The Department contracted with Northrop Grumman Information Technology for assistance in developing the CSE technical business requirements for Phase II for incorporation in an Invitation to Negotiate (ITN). The ITN served as the basis for the Department to select the implementation vendor.

During ITN development and the subsequent contract negotiations, Department staff developed workflows of the CSE business processes and system requirements. These workflows were used to document the business process "as is" and identify performance gaps resulting from FLORIDA system constraints. Deloitte has started with the system requirements specified in the Department's ITN as a base and will build upon these by conducting joint application design (JAD) sessions through August 2008 with CSE subject matter experts. The information developed at the JAD sessions will be used to determine the "to be" business process design and will further clarify and define the ITN requirements - taking them down to a functional unit level. This will result in the documentation of formal design specifications that, once approved, will

COL A03		COL A04		COL A05		CODES
AGY REQUEST	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
REVENUE, DEPARTMENT OF						73000000
PGM: CHILD SUPPORT ENF PGM						73300000
ESTABLISHMENT						73300800
HEALTH AND HUMAN SERVICES						13
SERVICES/MOST VULNERABLE						<u>1304.00.00.00</u>
PROGRAM OR SERVICE-LEVEL						
INFORMATION TECHNOLOGY						3630000
CHILD SUPPORT AUTOMATED MANAGEMENT						
SYSTEM (CAMS) - PHASE II						36321C0

serve as the foundation for the system code in the SAP, ERP environment. Once the system is realized, the Department will conduct user acceptance testing. After successful testing, the system will be rolled-out to the user population and operations and maintenance will begin. With the completion of CAMS Phase II, CAMS will replace the legacy Title IV-D automated system that is currently part of the FLORIDA system. The Department is positioned to achieve its targeted milestones in the critical design or "Blueprinting" phase of the CAMS Phase II project.

This request includes infrastructure to support additional capacity for the CAMS web self-service functionality. However, the complete technical and hardware requirements for the web self-service project are not fully identified. Once the scope and rollout strategy for web self-service are defined there may be additional hardware needed to host the site. A technical review of the website design, frequency of updates, and architecture needed to support the hosting requirements is being performed. The Department will provide updated requirements, if changes are required.

This request includes improvements for data backup processes, server management tool and development software to support the self-service website. The Department of Revenue will create detailed plans for installation of hardware. Before hardware installation or migration, the data will be secured in offline backup method of storage tapes. The hardware will be installed, software installed, validation and verification checks for connectivity will be performed before releasing the system to the users. The Information Services Program has experience in hardware replacement and enhancements. Hardware will be sized using appropriate capacity planning data, utilizing best practices for server sizing.

BENEFITS TO BE ACHIEVED:

The Department expects CAMS will: automate routine activities that users perform manually (approximately 75 percent of the total activities); provide intelligent data flow based on robust programmable scenarios of business rules; use decision support software to validate data and provide automated workflow, location, and management reporting; migrate from batch processing to "near real-time" processing in some instances; provide a user-friendly graphical user interface (GUI); provide access/connectivity to a wide variety and number of users and managers; facilitate future changes through the use of an open architecture with built-in expansion and scalability features; provide the capability to communicate over the internet and maintain a bi-directional interface with the FLORIDA system to share public assistance data.

The improved automated functionality of CAMS is expected to enhance child support services provided by the Department to parents and children residing in Florida and other states. Additionally, CAMS is expected to result in improved performance as measured by federal performance measures, such as percent of current support collected in relation to child support owed, and percentage of cases in arrears that received a payment during the federal fiscal year. The Department's goal is to implement a child support enforcement system that will enable Florida to achieve its vision of being a program that makes a difference by ensuring families receive the child support they need and deserve.

ASSUMPTIONS AND CONSTRAINTS:

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
ESTABLISHMENT				73300800
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0

In order to receive Federal Financial Participation (FFP), the CAMS project must comply with specified rules and regulations regarding planning and procurement documents and contracts. The CAMS team has identified the following assumptions and constraints:

Project Assumptions

- 1) It is assumed that the CAMS project will continue to receive State and Federal funding to develop and complete all phases of the project.
- 2) The choice of an SAP Solution will allow the Department to maximize its use of SAP in the CAMS environment and realize a cost savings through leveraging the Department's existing capabilities.

Project Constraints

- 1) The Department and Office of Child Support Enforcement (OCSE) recognize staffing as a constraint to the project. Additional staffing and implementation of alternative supplements to CAMS staff (through contracts) are being employed.
- 2) The projected completion date may be insufficient time to adequately complete a project that will meet stake holder's expectations.

IMPLEMENTATION TIMELINE:

Proposers to the CAMS Phase II ITN were allowed to propose a development methodology. Deloitte selected the Accelerated SAP (ASAP) methodology. This methodology consists of five broad phases: Project Preparation (Prep), Blueprint, Realization, Final Prep, and Go-Live and Support. The Realization phase can be broken down into the smaller units of Develop & Unit Testing, Integration Testing, and User Acceptance Testing. The implementation schedule for the Phases is as follows:

Project Prep	Blueprint	Realization	Final Prep	Go-Live and Support
2 Months	11 Months	18 Months	6 Months	6 Months
FEB '08-APR '08	APR '08-MAR '09	MAR '09-SEP '10	SEP '10-MAR '11	MAR '11-SEP '11

The Department is currently in the Blueprint Phase.

Cost Analysis: The total amount requested for Fiscal Year 2009-10 is \$41,236,971, of which, \$31,631,552 is being requested to fund the CAMS Phase II implementation vendor's deliverables for the second year of development. The table below specifies the deliverables projected to be completed and paid for based upon the approved project schedule:

IMPLEMENTATION MILESTONES for FY 2008-09 and FY 2009-10

The current schedule provided for the Department's review includes the following payment milestones for FY 08-09.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
ESTABLISHMENT				73300800
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0

FY 2008-09 Deliverables	Date	Amount
Document Acceptance Milestones		
B802b Initial Hardware Purchase	07/01/08	329,631
B802c Initial Software Purchase	07/01/08	226,085
B215 Server Sizing Study Report	07/24/08	2,250,000
B803 CAMS Version and Release Report	07/29/08	1,800,000
B205 Development Guidelines & Conventions	08/19/08	1,575,000
B213 JAD Session Report	09/26/08	6,000,000
B201 Requirements Specification	12/02/08	2,280,000
B202 Requirements Traceability	12/02/08	1,680,000
B102 System Specification Review	12/22/08	700,000
Acceptance and Update of Deliverable Group		
Requirements Group	12/23/08	
B008 Requirements Management Plan		775,000
B201 Requirements Specification		570,000
Document Acceptance Milestones		
B209 Data Conversion Plan	02/16/09	2,160,000
B203 Interface Definition	02/27/09	3,075,000
B006 Master Test Plan	03/05/09	2,800,000
B212 Business Blueprint Document	04/01/09	4,500,000
Update within 60 days of Realization Start	04/01/09	
B001 Project Plan		680,000
B002 Quality Management Plan		170,000
B003 Risk Management Plan		130,000
B007 Project Schedule		360,000
B010 Issue Management Plan		320,000
Document Acceptance Milestones		
B004 Training Plan	04/14/09	1,680,000
B102 Functional Design Review	04/21/09	700,000
Acceptance and Update of Deliverable Group		
Architecture and Functional Design Group	04/22/09	
B203 Interface Definition		205,000
B205 Development Guidelines & Conventions		315,000

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
ESTABLISHMENT				73300800
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0
B212 Business Blueprint Document			900,000	
B214 CAMS System Landscape			675,000	
B215 Server Sizing Study Report			450,000	
B801 Hardware & Software Purchase List			150,000	
B803 CAMS Version and Release Report			600,000	
Update & Consistency after Functional Design		05/08/09		
B201 Requirements Specification			380,000	
Document Acceptance Milestones				
B207 Problem Status Reports (monthly payments of \$100,000)			1,200,000	
B1001 Monthly Facilities (monthly payments of \$33,533)			402,396	
Total FY 2008-09 Deliverables:			\$40,038,112	
FY 2009-10 Deliverables		Date	Amount	
Document Acceptance Milestones				
B802f Year 2 Software Maintenance		07/14/09	107,500	
B401 Acceptance Test Plan		08/03/09	1,200,000	
B501 Communication Plan		08/24/09	800,000	
B802d Second Hardware Purchase		09/02/09	2,574,696	
B802e Second Software Purchase		09/02/09	704,460	
B301 Disaster Recovery Plan		09/15/09	935,000	
B502 Communication Materials		10/05/09	560,000	
B204 Design Description		10/15/09	4,320,000	
B102 Technical Design Formal Review		11/04/09	700,000	
B503 Communication Report		01/04/10	2,400,000	
Acceptance and Update of Deliverable Group				
Communications Group		01/26/10		
B501 Communication Plan			100,000	
B502 Communication Materials			70,000	
B503 Communication Report			300,000	
Technical Design and Development Group		01/27/10		
B204 Design Description			360,000	
B206 Software Code & Release Notes			560,000	
Document Acceptance Milestones				

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
ESTABLISHMENT				73300800
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				<u>1304.00.00.00</u>
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0

B402 Acceptance Test Scripts	01/29/10	1,600,000
B102 Test Readiness Review Formal Review	02/15/10	700,000
B211 Rollout Strategy Plan	02/15/10	2,160,000
B210 Data Conversion Schedule	03/04/10	2,160,000
B009 Master Training Schedule	05/11/10	1,600,000
B404 Testing & Tuning Results	05/19/10	1,200,000
B702 Technical Manual	05/19/10	595,000
B701 User Manual	05/21/10	1,200,000
B910 Federal Distribution Test Deck Documentation	05/25/10	750,000
B601 Installation and Initialization Plan	06/02/10	525,000
B102 Installation Readiness Formal Review	06/09/10	700,000
B303 Operations & Maintenance Transition Plan	06/30/10	1,147,500
B207 Problem Status Reports (monthly payments of \$100,000)		1,200,000
B1001 Monthly Facilities (monthly payments of \$33,533)		402,396

Subtotal FY 2009-10 Implementation Vendor Costs 31,631,552

The FY 2009-10 funding request also includes Enterprise costs associated with the CAMS Project. This includes project management activities, training, travel, and other miscellaneous expenses. The table below itemizes the combined development costs.

Development Tasks	FY 09-10 Request	Description
CAMS Phase II Implementation Contract	31,631,552	This provides funding to develop the system.
Data Center Development Support Contract Testers	2,562,560	This provides funding to support system testers
Program Management		
Technical Assist. Staff Augmentation	1,919,958	Funding for 10 contracted tech. staff
Quality Assurance Staff Augmentation	436,800	Funding for 3 contracted QA staff
Project Management Office	1,624,842	Funding for 6 contracted PMO staff

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
ESTABLISHMENT				73300800
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0
Travel				Cost estimation based on historical
State Cost		162,518		travel for CAMS
Training				Estimated cost to provide SAP and
CAMS Professional Development		198,000		other training in support of CAMS
IV&V				Federally required project monitoring
Contractor Cost		1,049,368		contract
Miscellaneous Expense				
State Cost		247,478		Rent, office supplies, CAMS staff software
Hardware - OCO		15,000		& hardware, office furniture, etc.
Enterprise Hardware		\$217,000		Load balancer, networking capacity,
Enterprise Software		144,050		Backup, De-Duplication and Platform
				Development Software
Gartner Consulting		17,822		One seat
Critical CAMS/FLORIDA Expenditures		1,010,023		
TOTAL		\$41,236,971		

Displayed below are the start and end dates for the CAMS Phase I and II development and implementation vendor. The CAMS Phase I development and implementation vendor signed their negotiated contract October 2003. The CAMS Phase II development and implementation vendor signed their negotiated contract February 2008.

Project Start/End Dates:		
	CAMS I Development	10/2003 through 4/2006
	CAMS I Operations & Maintenance	began 4/2006
	CAMS I Warranty	4/2006 through 1/2007
	CAMS II Development	2/13/2008 through 3/14/2011
	CAMS II Warranty	3/15/2011 through 9/12/2011
	Federal Certification	9/13/2011 through 5/31/2012

Total Project Cost (by component / all years): Total projected cost estimates for CAMS Phase I development and CAMS Phase II development are reflected in the table below. The total investment for CAMS through FY 2011-12 is \$214.2 million. The state share of this investment is \$72.7 million and the federal share is \$141.4 million.

 COL A03 COL A04 COL A05
 AGY REQUEST AGY REQ N/R AG REQ ANZ
 FY 2009-10 FY 2009-10 FY 2009-10
 POS AMOUNT POS AMOUNT POS AMOUNT

REVENUE, DEPARTMENT OF 73000000
 PGM: CHILD SUPPORT ENF PGM 73300000
 ESTABLISHMENT 73300800
HEALTH AND HUMAN SERVICES 13
SERVICES/MOST VULNERABLE 1304.00.00.00
 PROGRAM OR SERVICE-LEVEL
 INFORMATION TECHNOLOGY 3630000
 CHILD SUPPORT AUTOMATED MANAGEMENT
 SYSTEM (CAMS) - PHASE II 36321C0

CAMS I
 FISCAL YEAR APPROPRIATED (2) EXPENDED
 FY 01-02 6,251,985 1,470,897
 FY 02-03 13,394,884 2,288,798
 FY 03-04 23,498,257 13,679,532
 FY 04-05 15,849,609 11,668,481
 FY 05-06(1) 15,162,059 16,705,754
 FY 06-07 5,148,331 4,148,949
 TOTAL CAMS I EXPENDITURES 49,962,411

CAMS II
 FY 05-06(1) 2,250,000 388,011
 FY 06-07 12,129,447 9,215,570
 FY 07-08(E) 20,072,970 20,072,970
 FY 08-09(E) 51,367,492 51,367,492
 FY 09-10(E) 41,236,971 41,236,971
 FY 10-11(E) 28,570,307 28,570,307
 FY 11-12(E) 13,380,764 13,380,764
 TOTAL CAMS II EXPENDITURES 164,232,085

CAMS I & II COMBINED
 FY 01-02 6,251,985 1,470,897
 FY 02-03 13,394,884 2,288,798
 FY 03-04 23,498,257 13,679,532
 FY 04-05 15,849,609 11,668,481
 FY 05-06 17,412,059 17,093,765
 FY 06-07 17,277,778 13,364,519
 FY 07-08(E) 20,072,970 20,072,970
 FY 08-09(E) 51,367,492 51,367,492
 FY 09-10(E) 41,236,971 41,236,971
 FY 10-11(E) 28,570,307 28,570,307
 FY 11-12(E)(3) 13,380,764 13,380,764

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
ESTABLISHMENT				73300800
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0
TOTAL PROJECTED COST FOR DEVELOPMENT			214,194,496	
State Share			72,826,129	
Federal Share			141,368,367	

(Notes:) Table reflects development costs only, not operations and maintenance.

(1) Pursuant to direction from the Technology Review Workgroup, FY 2005-06 funds were reallocated from CAMS II to CAMS I, in lieu of requesting additional appropriation from administered funds.

(2) \$2,478,016 of the FY 2001-02 appropriation was recurring. This amount was available, in addition to the new non-recurring appropriations reflected on the table, for the CAMS I development effort during Fiscal Years 2002-03, 2003-04, 2004-05, & 2005-06. In Fiscal year 2006-07 these funds were used to offset the portion of the Department's recurring request that applied to funding increasing mailroom operations as a result of CAMS I implementation.

(3) Enterprise costs were inadvertently not included on the project cost table in the FY 2008-09 CAMS LBR submission. \$8.5 million is included this year.

COST IMPACT TO EXISTING AGENCY OPERATIONS AND SYSTEM MAINTENANCE

Currently the Department pays \$4,904,876 to operate and maintain CAMS Phase I, and pays the Department of Children and Families \$18,657,388, for Child Support Enforcement Services on the DCF FLORIDA System, a total cost of \$23,562,264. It is assumed that once CAMS becomes the single federally certified state system, there will be no Child Support costs for the FLORIDA System. Total CAMS operations & maintenance (O&M) costs for CAMS I & II combined are estimated to be approximately \$7,177,195 million. (Note that some of this decrease is due to a greater reliance on state staff funded from the base budget than is present in the current FLORIDA environment and the dedication of those staff to the O&M effort is not included in this cost analysis)

CAMS IMPACT IF NOT FUNDED

If funding is not received, the Department of Revenue will continue to operate and maintain two large systems, FLORIDA and CAMS, to support the Child Support Enforcement program. This effort requires hardware, software and staffing to support each system and the complex interface linking them. The risk of data integrity issues for both systems is increased with the interface remaining in place.

The Federal Office of Child Support Enforcement has supported the phased implementation of CAMS with the understanding that all CSE functionality would eventually migrate off the FLORIDA system onto CAMS. At this point in the phased

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
ESTABLISHMENT				73300800
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT AUTOMATED MANAGEMENT				
SYSTEM (CAMS) - PHASE II				36321C0

implementation, with functionality split between CAMS and FLORIDA, the system may not meet Federal certification requirements for a comprehensive, automated, statewide system as specified in Automated Systems for Child Support Enforcement: A Guide for States, published by the U.S. Department of Health & Human Services. Failure to meet system certification requirements may put the Department out of compliance with the federally required and approved state plan, which provides the basis for federal funding of Florida's Child Support Enforcement Program. Failure to meet federal requirements could jeopardize the Temporary Assistance for Needy Families (TANF) block grant.

Additionally, the Department will continue to be heavily dependent upon the FLORIDA system for the majority of its information processing needs. FLORIDA is operated and maintained by the Florida Department of Children and Families (DCF). The FLORIDA system is difficult and expensive to use and maintain. The Department of Revenue has estimated a \$16.4 million annual cost savings resulting from the consolidation of all operations and maintenance activities onto CAMS.

The impact to users of not funding CAMS is high. Users must currently toggle between both systems to view case and member data and in some cases wait for updates to occur between the two systems before being able to take the next appropriate action for the case. The Department may not be able to realize additional collections and associated financial benefits resulting from the streamlining of the order establishment process until CAMS is fully operational. Customer service and the ability to manage cases may decline without the advantages that automation in CAMS will bring over current system and manual processes. Additionally, FLORIDA does not provide functionality and the desired management reporting capabilities envisioned for the full CAMS system. CAMS system performance will remain impacted with batch schedule limitations imposed by having to wait for FLORIDA financial processing to be completed each night before CAMS can begin certain batch processing. CAMS also remains limited in the amount of data it can process at a given time due to downstream FLORIDA processing impacts.

CHILD SUPPORT ENFORCEMENT PROGRAM				
INITIATIVES - MIAMI-DADE TELEPHONE				
SYSTEM FOR NEW FACILITY				36325C0
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH	57,526	57,526		1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	111,669	111,669		2261 3
TOTAL APPRO.....	169,195	169,195		

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
ESTABLISHMENT				73300800
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT ENFORCEMENT PROGRAM				
INITIATIVES - MIAMI-DADE TELEPHONE				
SYSTEM FOR NEW FACILITY				36325C0

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

The Department of Revenue (DOR) Child Support Enforcement (CSE) Program contracts with the State Attorney Eleventh Judicial Circuit for all Child Support Enforcement Services in Miami-Dade County pursuant to Chapter 85-178, Section 6, Laws of Florida, as amended by Chapter 86-220, Section 156, Laws of Florida. Funds expended on behalf of the title IV-D program are reimbursed by DOR. As such, the Department of Revenue must submit a Legislative Budget Request each year to obtain any funding increases requested by the Justice Administration Commission (JAC) to fund the Miami-Dade CSE Program's activities. Due to non-renewal of the CSE lease and scheduled demolition of the building, all staff will move to a new facility in early 2010. Although every effort is being made to anticipate and minimize costs associated with the move, the existing main telephone system cannot be relocated to the new building.

This issue requests replacement of the existing Siemens phone system which uses copper trunks and antiquated technology, and is no longer supported or maintained by Siemens, with Voice-Over IP system. An Avaya system is presently used in the Miami-Dade CSE Call Center. The Call Center system was recently upgraded to handle the functionality of the Statewide Child Support CAMS computer system. The required servers are already in place to support additional Voice-Over IP (VoIP) phones, therefore enabling us to save money by expanding Miami-Dade's current system instead of buying a completely new system. The advanced technology of the VoIP system allows phones to utilize the data network, which will result in a cost avoidance of \$35,000 or more in wiring for a separate phone infrastructure. Additionally, an immediate and recurring savings on phone line charges will be seen since the connectivity (PRI) service is substantially less expensive than copper trunks. The total requested for the Miami-Dade Demonstration Project is \$570,900(non-recurring). This issue is mirrored in JAC issue #3007010.

A representative from Avaya Government Solutions was asked to study the existing system and needs, and proposed a detailed solution based on the expansion of the Avaya system in the Miami-Dade Call Center. The proposed solution is summarized below.

PBX	\$271,523
Gateway	17,810
Switch	109,356
UPS	2,795
Call Accounting	12,926
Voicemail	38,390
Implementation	118,100
Total Issue	\$570,900

Not replacing the phone system would effectively shut down Child Support Enforcement communications in Miami-Dade County.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
ESTABLISHMENT				73300800
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT ENFORCEMENT PROGRAM				
INITIATIVES - MIAMI-DADE TELEPHONE				
SYSTEM FOR NEW FACILITY				36325C0

Without an operational office-wide telephone system, custodial and non-custodial parents could not personally speak with attorneys or staff without an appointment. All appointments would need to be set, reset or cancelled by mail; the ability to follow up on court ordered collections or other financial resolutions, legal or administrative, would be impaired and result in dramatically diminished collections. Since this alternative is not acceptable, another funding source would need to be found if this issue was not funded. This would most likely result in freezing positions to generate the necessary funds.

The Miami-Dade CSE program is consistently ranked first in the state in collections. Non-funding will bring about a loss of revenue to the State of Florida and severely impact the well being and care of venerable children of our community.

CHILD SUPPORT ENFORCEMENT PROGRAM				
INITIATIVES				4400000
MANATEE DEMONSTRATION PROJECT -				
SALARY AND RENT INCREASES				4400240
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH	9,709			1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	18,847			2261 3
TOTAL APPRO.....	28,556			

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

The Department of Revenue requests \$96,353, \$32,760 in General Revenue and \$63,593 in Federal Trust, in the Purchase of Service category to adequately fund the Manatee County Demonstration Project (Program) for Fiscal Year 2009-2010.

The Program was established by Chapter 85-178, Section 6, Laws of Florida, as amended by Chapter 86-220, Section 156, Laws of Florida. The Program is under contract with the Department of Revenue to provide full IV-D Child Support Enforcement services for the citizens of Manatee County and derives its funding from a cost reimbursement contract with the Department as provided for in the enabling legislation. The Program's project staff are employees of the Clerk of the Circuit Court. As such, the Department of Revenue must submit a Legislative Budget Request each year in order to obtain salary and other operating and cost level increases to adequately fund the Program's activities. Annual raises granted

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
ESTABLISHMENT				73300800
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				<u>1304.00.00.00</u>
CHILD SUPPORT ENFORCEMENT PROGRAM				
INITIATIVES				4400000
MANATEE DEMONSTRATION PROJECT -				
SALARY AND RENT INCREASES				4400240

to the Program's project staff are the same as those granted to all other Clerk's office employees.

This issue requests \$86,696 in salaries and benefits to maintain parity with Manatee Clerk of Court employees and \$9,657 for office rental. The total requested for the Program is \$96,353. The Program has historically ranked as one of the high performers in the state for child support obligations and collections which represent a cost savings in public assistance benefits. Additionally, the Program remains cost effective in terms of dollars collected versus dollars expended on the program. As Program goals are met or exceeded, the result is additional incentive monies for the state IV-D program. In addition, the Program's performance assists the state in achieving the established IV-D goals to receive federal incentive funds.

For annual salary increases, calculations are based upon percentages granted by the Board of County Commissioners over the past several years. For annual salary increases, a 2.5% increase was calculated, along with longevity raises of 2% for eligible employees. Retirement benefits were calculated at 10.76%, based on the increase specified by the legislature effective July 1, 2009. A 5% increase was applied to Health Insurance based on the same percentage increases over the past few years as health insurance costs continue to see the largest increases.

To determine the need for office rental in 2009-10, the lease calls for a yearly increase in accordance with the Consumer Price Index. The current average is 3.5%. The 3.5% increase was applied to the base office rental amount for FY 2006-07.

All Program positions are continually filled and any loss of personnel funding will require layoffs and a reduction of services. Without adequate funding, the program would potentially lose 2.2 FTEs, which would reduce client services, thereby reducing child support collections and increasing costs to other public assistance programs in Manatee county. The Manatee County CSE Demonstration Project should be fully funded on a cost reimbursement basis as provided for in the legislation creating the program. Adequate funding for the Program ensures sufficient staffing and resources to effectively and efficiently perform all IV-D functions required by Federal and State law.

TOTAL: SERVICES/MOST VULNERABLE				<u>1304.00.00.00</u>
BY FUND TYPE				
GENERAL REVENUE FUND	23,252,178	4,684,315		1000
TRUST FUNDS	61,187,532	9,093,081		2000
TOTAL POSITIONS.....	576.00			
TOTAL PROG COMP.....	84,439,710	13,777,396		
TOTAL SALARY RATE.....	19,966,356			
	=====	=====	=====	

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
COMPLIANCE				73300900
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SALARY RATE				000000
SALARY RATE.....	20,706,704			
=====				
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -MATCH	9,987,267			1000 2
CSE APP FEE & PROG REV TF -MATCH	228,584			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	19,075,979			2261 3
TOTAL POSITIONS.....	637.00			
TOTAL APPRO.....	29,291,830			
=====				
OTHER PERSONAL SERVICES				030000
GENERAL REVENUE FUND -MATCH	16,841			1000 2
CSE APP FEE & PROG REV TF -MATCH	47,745			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	125,373			2261 3
TOTAL APPRO.....	189,959			
=====				
EXPENSES				040000
GENERAL REVENUE FUND -MATCH	2,393,553			1000 2
CSE APP FEE & PROG REV TF -MATCH	3,125			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	4,652,375			2261 3
TOTAL APPRO.....	7,049,053			
=====				
OPERATING CAPITAL OUTLAY				060000
GENERAL REVENUE FUND -MATCH	29,531			1000 2
CHILD SUPPORT INCENTIVE TF-MATCH	15,496			2075 2
FEDERAL GRANTS TRUST FUND -FEDERL	87,404			2261 3
TOTAL APPRO.....	132,431			
=====				

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
COMPLIANCE				73300900
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH	4,132,624			1000 2
CHILD SUPPORT INCENTIVE TF-FEDERL	6,498,022			2075 3
CSE APP FEE & PROG REV TF -MATCH	371,449			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	13,634,454			2261 3
TOTAL APPRO.....	24,636,549			
RISK MANAGEMENT INSURANCE				103241
GENERAL REVENUE FUND -MATCH	95,162			1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	184,728			2261 3
TOTAL APPRO.....	279,890			
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	637.00			
TOTAL ISSUE.....	61,579,712			
TOTAL SALARY RATE.....	20,706,704			
ADJUSTMENT TO STATE HEALTH				
INSURANCE PREMIUM CONTRIBUTION -				
FISCAL YEAR 2008-09				1001800
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -MATCH	32,918			1000 2
CSE APP FEE & PROG REV TF -MATCH	333			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	64,545			2261 3
TOTAL APPRO.....	97,796			

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
COMPLIANCE				73300900
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
ESTIMATED EXPENDITURES				1000000
ADJUSTMENT TO STATE LIFE AND				
DISABILITY INSURANCE CONTRIBUTION				
RATES - FISCAL YEAR 2008-09				1001910
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -MATCH		3,328-		1000 2
CSE APP FEE & PROG REV TF -MATCH		34-		2104 2
FEDERAL GRANTS TRUST FUND -FEDERL		6,526-		2261 3
TOTAL APPRO.....		9,888-		
NONRECURRING EXPENDITURES				2100000
IMPLEMENTATION OF RANDOM MOMENT				
SAMPLING FOR THE CLERK OF COURT				
DEPOSITORIES				2103068
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
FEDERAL GRANTS TRUST FUND -FEDERL		1,697,695-		2261 3
PRICE LEVEL INCREASES				2300000
BUILDING RENTAL FOR PRIVATELY OWNED				
OFFICE SPACE - PRIOR YEAR UNFUNDED				2302200
EXPENSES				040000
GENERAL REVENUE FUND -MATCH		55,858		1000 2
FEDERAL GRANTS TRUST FUND -FEDERL		108,429		2261 3
TOTAL APPRO.....		164,287		
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH		17,584		1000 2
FEDERAL GRANTS TRUST FUND -FEDERL		34,133		2261 3
TOTAL APPRO.....		51,717		

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
COMPLIANCE				73300900
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PRICE LEVEL INCREASES				2300000
BUILDING RENTAL FOR PRIVATELY OWNED				
OFFICE SPACE - PRIOR YEAR UNFUNDED				2302200
TOTAL: BUILDING RENTAL FOR PRIVATELY OWNED				2302200
OFFICE SPACE - PRIOR YEAR UNFUNDED				
TOTAL ISSUE.....	216,004			

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

This issue requests \$1,321,852 for funding the projected increases in private leases within the Department. For Fiscal Year 2008-09, the Department will lease a total of 1,438,249 square feet of office and storage space. The Department leases office space from private owners and from the Department of Management Services (DMS). Currently, the Department administers seventy-six (76) leases, many of which provide collocated program office space. Although most of these leases are in Florida, the Department leases a total of seven (7) facilities in six (6) other states as part of its nationwide General Tax Administration (GTA) function. Private leases account for 83% of total office space occupied.

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The second factor is one whose impact has intensified in recent years. For leases without unexercised renewal options or with disadvantageous renewal options, the Department must go through a competitive bidding process to reacquire the needed space. Recent experiences gauging the commercial lease market through the bidding process has resulted in significant increases in rental rates. We attribute this trend to the unprecedented increase in property values, increased property taxes and extremely elevated insurance premiums throughout Florida in recent years. Unfortunately, this trend will continue to adversely affect the Department's leasing costs as older leases expire.

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	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
COMPLIANCE				73300900
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PRICE LEVEL INCREASES				2300000
BUILDING RENTAL FOR PRIVATELY OWNED				
OFFICE SPACE - PRIOR YEAR UNFUNDED				2302200

The private lease increases by program are as follows:

		FY 2008-09	FY 2009-10	Total Request
Administrative Services Program:	\$ 4,945	\$678		\$5,623
Property Tax Oversight Program:	\$0		\$0	\$0
Child Support Enforcement Program:	\$ 215,923	\$577,705	\$793,628	
General Tax Administration Program:	\$ 400,444	\$114,674	\$515,118	
Information Services Program:	\$ 855	\$6,628		\$7,483
Department of Revenue				\$1,321,852

UNITED STATES POSTAGE INCREASE				2302300
EXPENSES				040000
GENERAL REVENUE FUND -MATCH	21,923			1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	42,559			2261 3
TOTAL APPRO.....	64,482			

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

The Department operates a significant mail services process in both the General Tax Administration Program and the Child Support Enforcement Program with smaller amounts in other programs. During FY 2007-08, the Department expended \$6,430,708 on postage. The Department requested \$176,651 during FY 2008-09 to cover the increase in postage costs for that year. The request was not funded by the Legislature. During FY 2009-10, the rates are expected to increase by an additional \$293,935. This issue requests an increase in Expense category funding of \$470,586 to cover the increased cost of postage for FY2008-09 and FY 2009-10.

In the past, the United States Postal Service (USPS) established new postal rates by specific actions by its Board of Governors. New Federal rules allow the postal service to increase rates each July based upon the current Consumer Price Index (CPI) without formal action from its Board of Governors. The first increase of this kind occurred in July 2008 with an increase of 2.9%. The Congressional Budget Office projects a 4.0% CPI increase in January 2009. The Department

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
COMPLIANCE				73300900
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PRICE LEVEL INCREASES				2300000
UNITED STATES POSTAGE INCREASE				2302300

estimates the USPS will increase rates by that percentage effective July 2009. Therefore, the Department requests an increase in appropriation of 6.9% above FY 2007-08 actual expenditures or \$470,586.

Without an increase in postage the Department would have to reduce communications with taxpayers and clients of the Child Support Enforcement Program. This could take the form of reduced Taxpayer Information Pamphlets (TIP's), curtailment of delinquent tax notices, or notices of child support obligations to pay going to non-custodial parents. Ultimately, a reduction in out-going mail could negatively impact tax collections and child support collections.

ANNUALIZATION OF ADMINISTERED FUNDS APPROPRIATIONS				26A0000
STATE HEALTH INSURANCE PREMIUM CONTRIBUTION - 10 MONTHS				
ANNUALIZATION SALARIES AND BENEFITS				26A1800 010000
GENERAL REVENUE FUND -MATCH	164,590			1000 2
CSE APP FEE & PROG REV TF -MATCH	1,665			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	322,725			2261 3
TOTAL APPRO.....	488,980			

LIFE AND DISABILITY INSURANCE REDUCTION - 6 MONTHS ANNUALIZATION SALARIES AND BENEFITS				26A2000 010000
GENERAL REVENUE FUND -MATCH	3,328-			1000 2
CSE APP FEE & PROG REV TF -MATCH	34-			2104 2
FEDERAL GRANTS TRUST FUND -FEDERL	6,526-			2261 3
TOTAL APPRO.....	9,888-			

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
COMPLIANCE				73300900
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT ENFORCEMENT PROGRAM				
INITIATIVES - MIAMI-DADE TELEPHONE				
SYSTEM FOR NEW FACILITY				36325C0
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH	60,118	60,118		1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	116,698	116,698		2261 3
TOTAL APPRO.....	176,816	176,816		

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

The Department of Revenue (DOR) Child Support Enforcement (CSE) Program contracts with the State Attorney Eleventh Judicial Circuit for all Child Support Enforcement Services in Miami-Dade County pursuant to Chapter 85-178, Section 6, Laws of Florida, as amended by Chapter 86-220, Section 156, Laws of Florida. Funds expended on behalf of the title IV-D program are reimbursed by DOR. As such, the Department of Revenue must submit a Legislative Budget Request each year to obtain any funding increases requested by the Justice Administration Commission (JAC) to fund the Miami-Dade CSE Program's activities. Due to non-renewal of the CSE lease and scheduled demolition of the building, all staff will move to a new facility in early 2010. Although every effort is being made to anticipate and minimize costs associated with the move, the existing main telephone system cannot be relocated to the new building.

This issue requests replacement of the existing Siemens phone system which uses copper trunks and antiquated technology, and is no longer supported or maintained by Siemens, with Voice-Over IP system. An Avaya system is presently used in the Miami-Dade CSE Call Center. The Call Center system was recently upgraded to handle the functionality of the Statewide Child Support CAMS computer system. The required servers are already in place to support additional Voice-Over IP (VoIP) phones, therefore enabling us to save money by expanding Miami-Dade's current system instead of buying a completely new system. The advanced technology of the VoIP system allows phones to utilize the data network, which will result in a cost avoidance of \$35,000 or more in wiring for a separate phone infrastructure. Additionally, an immediate and recurring savings on phone line charges will be seen since the connectivity (PRI) service is substantially less expensive than copper trunks. The total requested for the Miami-Dade Demonstration Project is \$570,900(non-recurring). This issue is mirrored in JAC issue #3007010.

A representative from Avaya Government Solutions was asked to study the existing system and needs, and proposed a detailed solution based on the expansion of the Avaya system in the Miami-Dade Call Center. The proposed solution is summarized below.

PBX \$271,523
 Gateway 17,810

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: CHILD SUPPORT ENF PGM				73300000
COMPLIANCE				73300900
HEALTH AND HUMAN SERVICES				13
SERVICES/MOST VULNERABLE				1304.00.00.00
PROGRAM OR SERVICE-LEVEL				
INFORMATION TECHNOLOGY				3630000
CHILD SUPPORT ENFORCEMENT PROGRAM				
INITIATIVES - MIAMI-DADE TELEPHONE				
SYSTEM FOR NEW FACILITY				36325C0
Switch	109,356			
UPS	2,795			
Call Accounting	12,926			
Voicemail	38,390			
Implementation	118,100			
Total Issue	\$570,900			

Not replacing the phone system would effectively shut down Child Support Enforcement communications in Miami-Dade County. Without an operational office-wide telephone system, custodial and non-custodial parents could not personally speak with attorneys or staff without an appointment. All appointments would need to be set, reset or cancelled by mail; the ability to follow up on court ordered collections or other financial resolutions, legal or administrative, would be impaired and result in dramatically diminished collections. Since this alternative is not acceptable, another funding source would need to be found if this issue was not funded. This would most likely result in freezing positions to generate the necessary funds.

The Miami-Dade CSE program is consistently ranked first in the state in collections. Non-funding will bring about a loss of revenue to the State of Florida and severely impact the well being and care of venerable children of our community.

CHILD SUPPORT ENFORCEMENT PROGRAM				
INITIATIVES				4400000
MANATEE DEMONSTRATION PROJECT -				
SALARY AND RENT INCREASES				4400240
SPECIAL CATEGORIES				100000
PUR/SVCS-CHILD SUPP ENF				102877
GENERAL REVENUE FUND -MATCH	10,146			1000 2
FEDERAL GRANTS TRUST FUND -FEDERL	19,696			2261 3
TOTAL APPRO.....	29,842			

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

The Department of Revenue requests \$96,353, \$32,760 in General Revenue and \$63,593 in Federal Trust, in the Purchase of

COL A03		COL A04		COL A05		CODES
AGY REQUEST	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
REVENUE, DEPARTMENT OF						73000000
PGM: CHILD SUPPORT ENF PGM						73300000
COMPLIANCE						73300900
HEALTH AND HUMAN SERVICES						13
SERVICES/MOST VULNERABLE						<u>1304.00.00.00</u>
CHILD SUPPORT ENFORCEMENT PROGRAM						
INITIATIVES						4400000
MANATEE DEMONSTRATION PROJECT -						
SALARY AND RENT INCREASES						4400240

Service category to adequately fund the Manatee County Demonstration Project (Program) for Fiscal Year 2009-2010.

The Program was established by Chapter 85-178, Section 6, Laws of Florida, as amended by Chapter 86-220, Section 156, Laws of Florida. The Program is under contract with the Department of Revenue to provide full IV-D Child Support Enforcement services for the citizens of Manatee County and derives its funding from a cost reimbursement contract with the Department as provided for in the enabling legislation. The Program's project staff are employees of the Clerk of the Circuit Court. As such, the Department of Revenue must submit a Legislative Budget Request each year in order to obtain salary and other operating and cost level increases to adequately fund the Program's activities. Annual raises granted to the Program's project staff are the same as those granted to all other Clerk's office employees.

This issue requests \$86,696 in salaries and benefits to maintain parity with Manatee Clerk of Court employees and \$9,657 for office rental. The total requested for the Program is \$96,353. The Program has historically ranked as one of the high performers in the state for child support obligations and collections which represent a cost savings in public assistance benefits. Additionally, the Program remains cost effective in terms of dollars collected versus dollars expended on the program. As Program goals are met or exceeded, the result is additional incentive monies for the state IV-D program. In addition, the Program's performance assists the state in achieving the established IV-D goals to receive federal incentive funds.

For annual salary increases, calculations are based upon percentages granted by the Board of County Commissioners over the past several years. For annual salary increases, a 2.5% increase was calculated, along with longevity raises of 2% for eligible employees. Retirement benefits were calculated at 10.76%, based on the increase specified by the legislature effective July 1, 2009. A 5% increase was applied to Health Insurance based on the same percentage increases over the past few years as health insurance costs continue to see the largest increases.

To determine the need for office rental in 2009-10, the lease calls for a yearly increase in accordance with the Consumer Price Index. The current average is 3.5%. The 3.5% increase was applied to the base office rental amount for FY 2006-07.

All Program positions are continually filled and any loss of personnel funding will require layoffs and a reduction of services. Without adequate funding, the program would potentially lose 2.2 FTEs, which would reduce client services, thereby reducing child support collections and increasing costs to other public assistance programs in Manatee county. The Manatee County CSE Demonstration Project should be fully funded on a cost reimbursement basis as provided for in the legislation creating the program. Adequate funding for the Program ensures sufficient staffing and resources to effectively and efficiently perform all IV-D functions required by Federal and State law.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
TAX PROCESSING				73401000
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SALARY RATE				000000
SALARY RATE.....	13,686,902			
=====				
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	16,786,048			1000 1
FEDERAL GRANTS TRUST FUND -RECPNT	2,967,537			2261 9
OPERATING TRUST FUND -STATE	3,048,629			2510 1
TOTAL POSITIONS.....	447.00			
TOTAL APPRO.....	22,802,214			
=====				
OTHER PERSONAL SERVICES				030000
FEDERAL GRANTS TRUST FUND -RECPNT	35,263			2261 9
OPERATING TRUST FUND -STATE	22,157			2510 1
TOTAL APPRO.....	57,420			
=====				
EXPENSES				040000
GENERAL REVENUE FUND -STATE	2,067,991			1000 1
FEDERAL GRANTS TRUST FUND -RECPNT	788,991			2261 9
OPERATING TRUST FUND -STATE	1,733,172			2510 1
TOTAL APPRO.....	4,590,154			
=====				
AID TO LOCAL GOVERNMENTS				050000
G/A-DISTRIB/CLERKS/COURT				050105
DOR CLERKS OF THE COURT TF-STATE	31,500,000			2588 1
=====				
EMERGENCY DISTRIBUTIONS				050490
L/G HF-CT SALES TAX CL TF -STATE	18,221,042			2455 1
=====				

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
TAX PROCESSING				73401000
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
AID TO LOCAL GOVERNMENTS				050000
INMATE SUPPLEMENTAL DISTR				050491
L/G HF-CT SALES TAX CL TF -STATE	592,958			2455 1
OPERATING CAPITAL OUTLAY				060000
GENERAL REVENUE FUND -STATE	240,988			1000 1
FEDERAL GRANTS TRUST FUND -RECPNT	5,377			2261 9
OPERATING TRUST FUND -STATE	190,466			2510 1
TOTAL APPRO.....	436,831			
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
GENERAL REVENUE FUND -STATE	769,584			1000 1
FEDERAL GRANTS TRUST FUND -RECPNT	268,642			2261 9
OPERATING TRUST FUND -STATE	722,581			2510 1
TOTAL APPRO.....	1,760,807			
PUR/SVCS - COLLECTION AGEN				102900
OPERATING TRUST FUND -STATE	97,049			2510 1
RISK MANAGEMENT INSURANCE				103241
GENERAL REVENUE FUND -STATE	131,425			1000 1
OPERATING TRUST FUND -STATE	50,120			2510 1
TOTAL APPRO.....	181,545			
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	447.00			
TOTAL ISSUE.....	80,240,020			
TOTAL SALARY RATE.....	13,686,902			

	COL A03		COL A04		COL A05		CODES
	AGY REQUEST FY 2009-10	POS	AGY REQ N/R FY 2009-10	POS	AG REQ ANZ FY 2009-10	AMOUNT	
REVENUE, DEPARTMENT OF							73000000
PGM: GENERAL TAX ADMIN PGM							73400000
TAX PROCESSING							73401000
GOV OPERATIONS/SUPPORT							16
GOVERNMENTAL OPERATIONS							<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
ADJUSTMENT TO STATE HEALTH							
INSURANCE PREMIUM CONTRIBUTION -							
FISCAL YEAR 2008-09							1001800
SALARIES AND BENEFITS							010000
GENERAL REVENUE FUND -STATE	60,121						1000 1
OPERATING TRUST FUND -STATE	10,919						2510 1
TOTAL APPRO.....	71,040						
ADJUSTMENT TO STATE LIFE AND							
DISABILITY INSURANCE CONTRIBUTION							
RATES - FISCAL YEAR 2008-09							1001910
SALARIES AND BENEFITS							010000
GENERAL REVENUE FUND -STATE	4,766-						1000 1
OPERATING TRUST FUND -STATE	866-						2510 1
TOTAL APPRO.....	5,632-						
NONRECURRING EXPENDITURES							2100000
REDUCTION IN SALARIES AND BENEFITS							2103065
SALARIES AND BENEFITS							010000
GENERAL REVENUE FUND -STATE	267,517						1000 1

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
TAX PROCESSING				73401000
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
PRICE LEVEL INCREASES				2300000
BUILDING RENTAL FOR PRIVATELY OWNED				
OFFICE SPACE - PRIOR YEAR UNFUNDED				2302200
EXPENSES				040000
OPERATING TRUST FUND				2510 1
-STATE	97,489			

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

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	COL A03		COL A04		COL A05		CODES
	AGY REQUEST FY 2009-10	POS	AGY REQ N/R FY 2009-10	POS	AG REQ ANZ FY 2009-10	POS	
REVENUE, DEPARTMENT OF							73000000
PGM: GENERAL TAX ADMIN PGM							73400000
TAX PROCESSING							73401000
GOV OPERATIONS/SUPPORT							16
GOVERNMENTAL OPERATIONS							1601.00.00.00
PRICE LEVEL INCREASES							2300000
BUILDING RENTAL FOR PRIVATELY OWNED							
OFFICE SPACE - PRIOR YEAR UNFUNDED							2302200

The private lease increases by program are as follows:

		FY 2008-09	FY 2009-10	Total Request
Administrative Services Program:	\$ 4,945	\$678		\$5,623
Property Tax Oversight Program:	\$0		\$0	\$0
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General Tax Administration Program:	\$ 400,444	\$114,674	\$515,118	
Information Services Program:	\$ 855	\$6,628		\$7,483
Department of Revenue				\$1,321,852

UNITED STATES POSTAGE INCREASE				2302300
EXPENSES				040000
FEDERAL GRANTS TRUST FUND -RECPNT	16,271			2261 9
OPERATING TRUST FUND -STATE	27,373			2510 1
TOTAL APPRO.....	43,644			

ANNUALIZATION OF ADMINISTERED FUNDS APPROPRIATIONS				26A0000
STATE HEALTH INSURANCE PREMIUM CONTRIBUTION - 10 MONTHS				
ANNUALIZATION SALARIES AND BENEFITS				26A1800 010000
GENERAL REVENUE FUND -STATE	300,605			1000 1
OPERATING TRUST FUND -STATE	54,595			2510 1
TOTAL APPRO.....	355,200			

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
TAX PROCESSING				73401000
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
ANNUALIZATION OF ADMINISTERED				
FUNDS APPROPRIATIONS				26A0000
LIFE AND DISABILITY INSURANCE				
REDUCTION - 6 MONTHS ANNUALIZATION				26A2000
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	4,766-			1000 1
OPERATING TRUST FUND -STATE	866-			2510 1
TOTAL APPRO.....	5,632-			
AGENCY-WIDE INFORMATION TECHNOLOGY				3620000
GENERAL TAX ADMINISTRATION REMOTE				
DOCUMENT/CHECK PROCESSING EQUIPMENT				
PURCHASE				36278C0
OPERATING CAPITAL OUTLAY				060000
OPERATING TRUST FUND -STATE	520,000	520,000		2510 1
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
OPERATING TRUST FUND -STATE	30,700			2510 1
TOTAL: GENERAL TAX ADMINISTRATION REMOTE				36278C0
DOCUMENT/CHECK PROCESSING EQUIPMENT				
PURCHASE				
TOTAL ISSUE.....	550,700	520,000		

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

The department is requesting funding in the amount of \$550,700 (\$520,000 non-recurring) to provide for the remote processing of tax returns and associated payments in the department's service centers.

Currently, over 500,000 tax returns and payments are received annually (primarily hand-delivered) in the department's service centers. Checks and returns, as well as correspondence, must be manually accounted for, batched, and sent via USPS to Tallahassee for processing, presentment, data capture, imaging, and ultimately, posting to the taxpayer and fund accounts. This requires not only the duplication of effort but also adds several days to the ultimate depositing of timely received checks into the state treasury. The department's request provides for the installation of remote check

COL A03		COL A04		COL A05		CODES
AGY REQUEST	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
REVENUE, DEPARTMENT OF						73000000
PGM: GENERAL TAX ADMIN PGM						73400000
TAX PROCESSING						73401000
GOV OPERATIONS/SUPPORT						16
GOVERNMENTAL OPERATIONS						<u>1601.00.00.00</u>
AGENCY-WIDE INFORMATION TECHNOLOGY						3620000
GENERAL TAX ADMINISTRATION REMOTE						
DOCUMENT/CHECK PROCESSING EQUIPMENT						
PURCHASE						36278C0

processing and electronic imaging equipment in each service center allowing for the instant presentment of checks and the automated upload of data and electronic images to the department's SUNTAX accounting system.

Benefits include a three-day decrease in the length of time to deposit these checks; increased interest earnings from the faster deposit, decreased chances for lost checks, the elimination of the requirement to sort checks and returns by tax type, and minimize postage expense by no longer having to mail checks to Tallahassee for processing. The remote equipment and software eliminate the need for pre-sorting checks and documents by tax type (the department administers 36 different taxes). Further, check and document images captured in one location will be instantly viewable in all other locations.

The implementation of remote processing will also create a back-up system for the centralized Tallahassee processing center that will provide for the ability to process receipts in the event of natural disaster rendering the processing center unusable. Likewise, each of the department's service centers will also have back-up processing capabilities in case their areas are impacted by disaster.

If this issue is not funded, the department will continue to process checks and tax returns in its service centers via its current manual process.

The department has already established an implementation team and plan that encompasses communication needs, physical deployment plans, system requirements, training needs, process/flow charts, etc. The only known obstacle to successful implementation is the lack of funding should this issue not be approved. No external approvals or law changes are required.

Additionally, the purchase and use of these scanners will provide the department with the basic platform to eventually image all correspondence received in the service centers, even if not associated with a tax payment. Audit files and general correspondence will be electronically transmitted to Tallahassee, thereby saving the costly processing and mailing of large volumes of paper.

The proposed purchase includes the initial implementation cost (\$520,000 nonrecurring), application software package and development, remote imaging and revenue-processing hardware and implementation support over the first year. Cost includes 43 remote processing scanners for the service centers at a cost of \$10,000 each, related software at \$2,000 each, and a central server plus software to store and maintain captured images. The initial unit cost (\$12,000 per scanner, including software) includes first year maintenance. Total maintenance costs after the first year are estimated at \$30,700 annually.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
TAX PROCESSING				73401000
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
AGENCY-WIDE INFORMATION TECHNOLOGY				3620000
GENERAL TAX ADMINISTRATION PROGRAM				
INITIATIVE - IMAGING SERVER AND				
HARDWARE REPLACEMENT				36282C0
OPERATING CAPITAL OUTLAY				060000
OPERATING TRUST FUND	-STATE	690,264	690,264	2510 1

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

The department requests funding in the amount of \$690,264 to replace two high-speed document transporters and a supporting IMS server used in the Tallahassee central processing center to process tax returns and their related payments.

These high-speed document transporters comprise the heart of the department's ability to process in excess of seven million paper tax returns and checks annually. These transporters automatically capture all document and check images for electronic image storage and retrieval. The sheer volume of returns and payments dictates the need to operate in this high-speed environment.

Currently, there are two obsolete document transporters that are over 10 years old that have insufficient memory capacity and have become unsupportable in today's software environment. The 10-year age of this equipment alone makes them extremely prone to failure. In the past, the department has attempted to replace its IT equipment on a four to five year replacement cycle.

If this issue is not funded, the department's ability to automatically process over seven million checks annually (totalling \$3 billion) will be placed at risk. If the equipment fails, the department's only option would be to process these payments manually, for which there is insufficient staff. Processing times, instead of being measured in hours, would be extended to days and even weeks during peak processing times.

Other than funding there are no other constraints to successful implementation. The department has successfully utilized this technology since 1998.

Equipment costs are computed as follows: 2 Document transporters: \$450,264 (actual cost at \$225,132 each ; IMS Server: \$240,000 (estimate). Total of issue: \$690,264, all non-recurring.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
TAX PROCESSING				73401000
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
GENERAL TAX ADMINISTRATION PROGRAM				
INITIATIVES				4500000
INCREASE IN POSTAGE FOR SALES AND				
USE TAX COUPON BOOKLETS				4500020
EXPENSES				040000
OPERATING TRUST FUND -STATE		92,000		2510 1

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

The Department of Revenue (Department) is requesting \$92,000 in recurring expense due to the application of a US Postal Service requirement that adds a surcharge to mailings.

As outlined in the US Postal Service's DMM advisory 101.1.2 dated May 12, 2008, a \$.20 per-piece surcharge coupled with a rate classification change for the Department's sales tax and solid waste tax coupon payment booklets mailed to taxpayers has increased the cost of mailing coupon booklets by a total of \$0.23 per piece mailed. While bulk mailings of these booklets can impact the overall rate (higher or lower depending on the volume), the department's expense budget for postage faces an annual potential unfunded shortfall of \$92,000, based on estimated annual mailings of 400,000 booklets.

The department is therefore requesting \$92,000 in additional recurring expense funding to insure no degradation in services.

CONTINUATION OF DISTRIBUTIONS TO
 LOCAL GOVERNMENTS
 CONTINUATION OF EMERGENCY
 DISTRIBUTION TO COUNTIES
 AID TO LOCAL GOVERNMENTS
 EMERGENCY DISTRIBUTIONS

5000000
 5006080
 050000
 050490

L/G HF-CT SALES TAX CL TF -STATE 2,054,000-

2455 1

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

The Department of Revenue is required by 218.65 Florida Statutes, to distribute a portion of the funds deposited into the Local Government Half-Cent Sales Tax Clearing trust Fund to certain counties based upon participation criteria. Based upon current estimates of the Office of Economic and Demographic Research (EDR), the following is requested. This issue

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
TAX PROCESSING				73401000
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				<u>1601.00.00.00</u>
CONTINUATION OF DISTRIBUTIONS TO				
LOCAL GOVERNMENTS				5000000
CONTINUATION OF EMERGENCY				
DISTRIBUTION TO COUNTIES				5006080

should be revised based upon the most current revenue estimates.

Requested FY 2009-10

Estimated Distribution	\$16,167,042
Less: FY 2008-09 Estimated Expenditures	\$18,221,042
Total for Issue	- \$2,054,000

TOTAL: GOVERNMENTAL OPERATIONS				<u>1601.00.00.00</u>
BY FUND TYPE				
GENERAL REVENUE FUND	20,614,747			1000
TRUST FUNDS	59,727,863	1,210,264		2000
TOTAL POSITIONS.....	447.00			
TOTAL PROG COMP.....	80,342,610	1,210,264		
TOTAL SALARY RATE.....	13,686,902			
	=====	=====	=====	

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
TAXPAYER AID				73401100
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SALARY RATE				000000
SALARY RATE.....	5,950,959			
=====				
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	7,613,088			1000 1
FEDERAL GRANTS TRUST FUND -RECPNT	143,082			2261 9
OPERATING TRUST FUND -STATE	380,183			2510 1
TOTAL POSITIONS.....	148.00			
TOTAL APPRO.....	8,136,353			
=====				
OTHER PERSONAL SERVICES				030000
FEDERAL GRANTS TRUST FUND -RECPNT	14,195			2261 9
OPERATING TRUST FUND -STATE	5,042			2510 1
TOTAL APPRO.....	19,237			
=====				
EXPENSES				040000
GENERAL REVENUE FUND -STATE	985,571			1000 1
FEDERAL GRANTS TRUST FUND -RECPNT	298,627			2261 9
OPERATING TRUST FUND -STATE	681,889			2510 1
TOTAL APPRO.....	1,966,087			
=====				
OPERATING CAPITAL OUTLAY				060000
FEDERAL GRANTS TRUST FUND -RECPNT	2,161			2261 9
OPERATING TRUST FUND -STATE	54,485			2510 1
TOTAL APPRO.....	56,646			
=====				

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
TAXPAYER AID				73401100
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
GENERAL REVENUE FUND -STATE	320,938			1000 1
FEDERAL GRANTS TRUST FUND -RECPNT	126,315			2261 9
OPERATING TRUST FUND -STATE	138,216			2510 1
TOTAL APPRO.....	585,469			
PUR/SVCS - COLLECTION AGEN				102900
OPERATING TRUST FUND -STATE	39,000			2510 1
RISK MANAGEMENT INSURANCE				103241
GENERAL REVENUE FUND -STATE	52,812			1000 1
OPERATING TRUST FUND -STATE	20,142			2510 1
TOTAL APPRO.....	72,954			
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	148.00			
TOTAL ISSUE.....	10,875,746			
TOTAL SALARY RATE.....	5,950,959			
ADJUSTMENT TO STATE HEALTH				
INSURANCE PREMIUM CONTRIBUTION -				
FISCAL YEAR 2008-09				1001800
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	21,579			1000 1
OPERATING TRUST FUND -STATE	1,079			2510 1
TOTAL APPRO.....	22,658			

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
TAXPAYER AID				73401100
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
ESTIMATED EXPENDITURES				1000000
ADJUSTMENT TO STATE LIFE AND				
DISABILITY INSURANCE CONTRIBUTION				
RATES - FISCAL YEAR 2008-09				1001910
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	2,624-			1000 1
OPERATING TRUST FUND -STATE	131-			2510 1
TOTAL APPRO.....	2,755-			
PRICE LEVEL INCREASES				2300000
BUILDING RENTAL FOR PRIVATELY OWNED				
OFFICE SPACE - PRIOR YEAR UNFUNDED				2302200
EXPENSES				040000
OPERATING TRUST FUND -STATE	41,757			2510 1

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

This issue requests \$1,321,852 for funding the projected increases in private leases within the Department. For Fiscal Year 2008-09, the Department will lease a total of 1,438,249 square feet of office and storage space. The Department leases office space from private owners and from the Department of Management Services (DMS). Currently, the Department administers seventy-six (76) leases, many of which provide collocated program office space. Although most of these leases are in Florida, the Department leases a total of seven (7) facilities in six (6) other states as part of its nationwide General Tax Administration (GTA) function. Private leases account for 83% of total office space occupied.

Fiscal Year 2009-10 annualized lease cost is estimated to total \$27,742,213. No new additional service centers are projected for the remaining years of the five-year plan. Two major factors will continue to impact the cost of the Department's future lease commitments. Historically, the Department's strategy for leasing office space has focused on maximizing renewal options and minimizing rate increases associated with renewal options. This practice benefits the Department by obtaining long term commitments at favorable rates, while allowing for lease termination if the rate structure becomes disadvantageous for the Department. Most renewal options are necessarily accompanied with a minimal rate increase, which increases the Department's total cost for leasing office space.

The second factor is one whose impact has intensified in recent years. For leases without unexercised renewal options or with disadvantageous renewal options, the Department must go through a competitive bidding process to reacquire the needed space. Recent experiences gauging the commercial lease market through the bidding process has resulted in significant increases in rental rates. We attribute this trend to the unprecedented increase in property values, increased property taxes and extremely elevated insurance premiums throughout Florida in recent years. Unfortunately,

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
TAXPAYER AID				73401100
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
PRICE LEVEL INCREASES				2300000
BUILDING RENTAL FOR PRIVATELY OWNED				
OFFICE SPACE - PRIOR YEAR UNFUNDED				2302200

this trend will continue to adversely affect the Department's leasing costs as older leases expire.

In last year's budget request, the Department requested \$640,952 for FY 2008-09. These cost increases were not funded by the Legislature. During the 2008 Legislative session the Department closed 6 offices as part of its reduction plan which impacted some of the projected need as outlined in last year's request. Additionally, some of the assumptions made on lease renewals in FY 2008-09 varied slightly upon actual execution. For these reasons, the amount requested in FY 2009-10 is not simply a matter of adding last year's unfunded request to the current year request. Ultimately, the two year impact of private lease increases is \$1,321,852. As the Department implements operational reductions in many areas of service, the inability to maintain a base level of funding for lease payments essentially becomes another reduction issue for the Department.

The private lease increases by program are as follows:

		FY 2008-09	FY 2009-10	Total Request
Administrative Services Program:	\$ 4,945	\$678		\$5,623
Property Tax Oversight Program:	\$0		\$0	\$0
Child Support Enforcement Program:	\$ 215,923	\$577,705	\$793,628	
General Tax Administration Program:	\$ 400,444	\$114,674	\$515,118	
Information Services Program:	\$ 855	\$6,628		\$7,483
Department of Revenue				\$1,321,852

UNITED STATES POSTAGE INCREASE		2302300
EXPENSES		040000
FEDERAL GRANTS TRUST FUND -RECPNT	6,969	2261 9
OPERATING TRUST FUND -STATE	11,725	2510 1
TOTAL APPRO.....	18,694	

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
TAXPAYER AID				73401100
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
PRICE LEVEL INCREASES				2300000
UNITED STATES POSTAGE INCREASE				2302300

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

The Department operates a significant mail services process in both the General Tax Administration Program and the Child Support Enforcement Program with smaller amounts in other programs. During FY 2007-08, the Department expended \$6,430,708 on postage. The Department requested \$176,651 during FY 2008-09 to cover the increase in postage costs for that year. The request was not funded by the Legislature. During FY 2009-10, the rates are expected to increase by an additional \$293,935. This issue requests an increase in Expense category funding of \$470,586 to cover the increased cost of postage for FY2008-09 and FY 2009-10.

In the past, the United States Postal Service (USPS) established new postal rates by specific actions by its Board of Governors. New Federal rules allow the postal service to increase rates each July based upon the current Consumer Price Index (CPI) without formal action from its Board of Governors. The first increase of this kind occurred in July 2008 with an increase of 2.9%. The Congressional Budget Office projects a 4.0% CPI increase in January 2009. The Department estimates the USPS will increase rates by that percentage effective July 2009. Therefore, the Department requests an increase in appropriation of 6.9% above FY 2007-08 actual expenditures or \$470,586.

Without an increase in postage the Department would have to reduce communications with taxpayers and clients of the Child Support Enforcement Program. This could take the form of reduced Taxpayer Information Pamphlets (TIP's), curtailment of delinquent tax notices, or notices of child support obligations to pay going to non-custodial parents. Ultimately, a reduction in out-going mail could negatively impact tax collections and child support collections.

ANNUALIZATION OF ADMINISTERED FUNDS APPROPRIATIONS				26A0000
STATE HEALTH INSURANCE PREMIUM CONTRIBUTION - 10 MONTHS				
ANNUALIZATION				26A1800
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND	-STATE	107,895		1000 1
OPERATING TRUST FUND	-STATE	5,395		2510 1
TOTAL APPRO.....		113,290		

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
TAXPAYER AID				73401100
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				<u>1601.00.00.00</u>
ANNUALIZATION OF ADMINISTERED				
FUNDS APPROPRIATIONS				26A0000
LIFE AND DISABILITY INSURANCE				
REDUCTION - 6 MONTHS ANNUALIZATION				26A2000
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE		2,624-		1000 1
OPERATING TRUST FUND -STATE		131-		2510 1
TOTAL APPRO.....		2,755-		
TOTAL: GOVERNMENTAL OPERATIONS				<u>1601.00.00.00</u>
BY FUND TYPE				
GENERAL REVENUE FUND		9,096,635		1000
TRUST FUNDS		1,970,000		2000
TOTAL POSITIONS.....	148.00			
TOTAL PROG COMP.....		11,066,635		
TOTAL SALARY RATE.....		5,950,959		

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
<u>COMPLIANCE DETERMINATION</u>				73401200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SALARY RATE				000000
SALARY RATE.....	49,291,619			
=====				
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	38,166,491			1000 1
FEDERAL GRANTS TRUST FUND -RECPNT	7,342,645			2261 9
OPERATING TRUST FUND -STATE	12,915,774			2510 1
TOTAL POSITIONS.....	1,116.50			
TOTAL APPRO.....	58,424,910			
=====				
OTHER PERSONAL SERVICES				030000
FEDERAL GRANTS TRUST FUND -RECPNT	90,767			2261 9
OPERATING TRUST FUND -STATE	46,147			2510 1
TOTAL APPRO.....	136,914			
=====				
EXPENSES				040000
GENERAL REVENUE FUND -STATE	1,827,438			1000 1
FEDERAL GRANTS TRUST FUND -RECPNT	2,070,982			2261 9
OPERATING TRUST FUND -STATE	8,103,828			2510 1
TOTAL APPRO.....	12,002,248			
=====				
OPERATING CAPITAL OUTLAY				060000
GENERAL REVENUE FUND -STATE	1,350			1000 1
FEDERAL GRANTS TRUST FUND -RECPNT	13,845			2261 9
OPERATING TRUST FUND -STATE	318,788			2510 1
TOTAL APPRO.....	333,983			
=====				

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
COMPLIANCE DETERMINATION				73401200
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
GENERAL REVENUE FUND -STATE	1,796,983			1000 1
FEDERAL GRANTS TRUST FUND -RECPNT	652,281			2261 9
OPERATING TRUST FUND -STATE	919,838			2510 1
TOTAL APPRO.....	3,369,102			
PUR/SVCS - COLLECTION AGEN				102900
OPERATING TRUST FUND -STATE	249,900			2510 1
RISK MANAGEMENT INSURANCE				103241
GENERAL REVENUE FUND -STATE	338,413			1000 1
OPERATING TRUST FUND -STATE	129,058			2510 1
TOTAL APPRO.....	467,471			
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	1,116.50			
TOTAL ISSUE.....	74,984,528			
TOTAL SALARY RATE.....	49,291,619			
ADJUSTMENT TO STATE HEALTH				
INSURANCE PREMIUM CONTRIBUTION -				
FISCAL YEAR 2008-09				1001800
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	129,212			1000 1
OPERATING TRUST FUND -STATE	43,716			2510 1
TOTAL APPRO.....	172,928			

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
<u>COMPLIANCE DETERMINATION</u>				73401200
GOV OPERATIONS/SUPPORT				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ADJUSTMENT TO STATE LIFE AND				
DISABILITY INSURANCE CONTRIBUTION				
RATES - FISCAL YEAR 2008-09				1001910
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND	-STATE	17,196-		1000 1
OPERATING TRUST FUND	-STATE	5,818-		2510 1
TOTAL APPRO.....		23,014-		
PRICE LEVEL INCREASES				2300000
BUILDING RENTAL FOR PRIVATELY OWNED				
OFFICE SPACE - PRIOR YEAR UNFUNDED				2302200
EXPENSES				040000
OPERATING TRUST FUND	-STATE	254,913		2510 1

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

This issue requests \$1,321,852 for funding the projected increases in private leases within the Department. For Fiscal Year 2008-09, the Department will lease a total of 1,438,249 square feet of office and storage space. The Department leases office space from private owners and from the Department of Management Services (DMS). Currently, the Department administers seventy-six (76) leases, many of which provide collocated program office space. Although most of these leases are in Florida, the Department leases a total of seven (7) facilities in six (6) other states as part of its nationwide General Tax Administration (GTA) function. Private leases account for 83% of total office space occupied.

Fiscal Year 2009-10 annualized lease cost is estimated to total \$27,742,213. No new additional service centers are projected for the remaining years of the five-year plan. Two major factors will continue to impact the cost of the Department's future lease commitments. Historically, the Department's strategy for leasing office space has focused on maximizing renewal options and minimizing rate increases associated with renewal options. This practice benefits the Department by obtaining long term commitments at favorable rates, while allowing for lease termination if the rate structure becomes disadvantageous for the Department. Most renewal options are necessarily accompanied with a minimal rate increase, which increases the Department's total cost for leasing office space.

The second factor is one whose impact has intensified in recent years. For leases without unexercised renewal options or with disadvantageous renewal options, the Department must go through a competitive bidding process to reacquire the needed space. Recent experiences gauging the commercial lease market through the bidding process has resulted in significant increases in rental rates. We attribute this trend to the unprecedented increase in property values, increased property taxes and extremely elevated insurance premiums throughout Florida in recent years. Unfortunately,

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
<u>COMPLIANCE DETERMINATION</u>				73401200
<u>GOV OPERATIONS/SUPPORT</u>				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
PRICE LEVEL INCREASES				2300000
BUILDING RENTAL FOR PRIVATELY OWNED				
OFFICE SPACE - PRIOR YEAR UNFUNDED				2302200

this trend will continue to adversely affect the Department's leasing costs as older leases expire.

In last year's budget request, the Department requested \$640,952 for FY 2008-09. These cost increases were not funded by the Legislature. During the 2008 Legislative session the Department closed 6 offices as part of its reduction plan which impacted some of the projected need as outlined in last year's request. Additionally, some of the assumptions made on lease renewals in FY 2008-09 varied slightly upon actual execution. For these reasons, the amount requested in FY 2009-10 is not simply a matter of adding last year's unfunded request to the current year request. Ultimately, the two year impact of private lease increases is \$1,321,852. As the Department implements operational reductions in many areas of service, the inability to maintain a base level of funding for lease payments essentially becomes another reduction issue for the Department.

The private lease increases by program are as follows:

		FY 2008-09	FY 2009-10	Total Request
Administrative Services Program:	\$ 4,945	\$678		\$5,623
Property Tax Oversight Program:	\$0		\$0	\$0
Child Support Enforcement Program:	\$ 215,923	\$577,705	\$793,628	
General Tax Administration Program:	\$ 400,444	\$114,674	\$515,118	
Information Services Program:	\$ 855	\$6,628		\$7,483
Department of Revenue				\$1,321,852

UNITED STATES POSTAGE INCREASE		2302300
EXPENSES		040000
FEDERAL GRANTS TRUST FUND -RECPNT	42,544	2261 9
OPERATING TRUST FUND -STATE	71,575	2510 1
TOTAL APPRO.....	114,119	

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
<u>COMPLIANCE DETERMINATION</u>				73401200
<u>GOV OPERATIONS/SUPPORT</u>				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
PRICE LEVEL INCREASES				2300000
UNITED STATES POSTAGE INCREASE				2302300

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE: IT COMPONENT? NO

The Department operates a significant mail services process in both the General Tax Administration Program and the Child Support Enforcement Program with smaller amounts in other programs. During FY 2007-08, the Department expended \$6,430,708 on postage. The Department requested \$176,651 during FY 2008-09 to cover the increase in postage costs for that year. The request was not funded by the Legislature. During FY 2009-10, the rates are expected to increase by an additional \$293,935. This issue requests an increase in Expense category funding of \$470,586 to cover the increased cost of postage for FY2008-09 and FY 2009-10.

In the past, the United States Postal Service (USPS) established new postal rates by specific actions by its Board of Governors. New Federal rules allow the postal service to increase rates each July based upon the current Consumer Price Index (CPI) without formal action from its Board of Governors. The first increase of this kind occurred in July 2008 with an increase of 2.9%. The Congressional Budget Office projects a 4.0% CPI increase in January 2009. The Department estimates the USPS will increase rates by that percentage effective July 2009. Therefore, the Department requests an increase in appropriation of 6.9% above FY 2007-08 actual expenditures or \$470,586.

Without an increase in postage the Department would have to reduce communications with taxpayers and clients of the Child Support Enforcement Program. This could take the form of reduced Taxpayer Information Pamphlets (TIP's), curtailment of delinquent tax notices, or notices of child support obligations to pay going to non-custodial parents. Ultimately, a reduction in out-going mail could negatively impact tax collections and child support collections.

ANNUALIZATION OF ADMINISTERED FUNDS APPROPRIATIONS				26A0000
STATE HEALTH INSURANCE PREMIUM CONTRIBUTION - 10 MONTHS				
ANNUALIZATION				26A1800
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND	-STATE	646,060		1000 1
OPERATING TRUST FUND	-STATE	218,580		2510 1
TOTAL APPRO.....		864,640		

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
<u>COMPLIANCE DETERMINATION</u>				73401200
<u>GOV OPERATIONS/SUPPORT</u>				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
ANNUALIZATION OF ADMINISTERED				
FUNDS APPROPRIATIONS				26A0000
LIFE AND DISABILITY INSURANCE				
REDUCTION - 6 MONTHS ANNUALIZATION				26A2000
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	17,196-			1000 1
OPERATING TRUST FUND -STATE	5,818-			2510 1
TOTAL APPRO.....	23,014-			
GENERAL TAX ADMINISTRATION PROGRAM				
INITIATIVES				4500000
COLLECTION ANALYTICS AND WORKFLOW				
MODELING				45008C0
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
OPERATING TRUST FUND -STATE	2,615,289	2,092,143		2510 1

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

The Department is requesting funding in the amount of \$2,615,289 (\$2,092,143 non-recurring) to create and develop a collection analytics / workflow modeling system in order to optimize the use of limited collection resources to insure the maximum collection of unpaid tax liabilities. This system would allow the Department to tailor collection strategies based upon the collectibility "score", based on a predictive model, of a given case rather than having all cases get the same treatment and/or priority based primarily on the size of the balance due.

If this issue is not funded, the Department will continue to provide collections services using the current methods. While the status quo approach has been effective, the Department is constantly striving to work more efficiently and create fact-based models to maximize the return on effort and investment.

With predictive analytics, both contact priority and treatment can be based on recovery potential as well as balance, so that staff can concentrate on those cases that will likely pay the most (as opposed to simply those that owe the most). The model will identify which cases have the highest payment potential based on the Department's own data and history, and give each case a "score" that is used to determine which cases should be prioritized for collections, how aggressively to work them and even which collectors should work which cases.

This model can also be integrated with the Department's predictive dialer that will automatically make the calls to those cases with the highest score, and direct those lower-scoring cases directly to field collectors for more aggressive

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
<u>COMPLIANCE DETERMINATION</u>				73401200
<u>GOV OPERATIONS/SUPPORT</u>				16
<u>GOVERNMENTAL OPERATIONS</u>				<u>1601.00.00.00</u>
GENERAL TAX ADMINISTRATION PROGRAM				
INITIATIVES				4500000
COLLECTION ANALYTICS AND WORKFLOW				
MODELING				45008C0

collection action. Further, the system will be designed to provide for flexible correspondence so that cases with differing "scores" can be provided with a "customized" notice based on the expectation of collectibility.

Although it is difficult to predict with certainty the potential increase in enforced collections, other states employing collection analytics have seen enforced revenue collection on delinquent tax collections increase in the 10% to 20% range. During FY 2007-08, the Department's enforced collections efforts under bills, delinquencies, warrants and returned items totaled over \$521,000,000. An increase of even 5% would generate an additional \$26,000,000 in enforced collections.

The model would be built to work in concert with our current SUNTAX environment and SAP platform structures. Therefore, the only foreseeable constraint to the implementation of the project is the availability of funding.

The Department would contract with one of many vendors who provide these tools and then work with them create a specific fit for the Department's IT and business process structures. This is referred to as a Customized off the Shelf (COTS) software solution. The timeframe for implementation of the predictive model is within the FY 2009-10. The vast majority of costs are for the initial purchase and installation of the COTS solution. Recurring costs of \$523,146 are included for software licensing agreements, maintenance, and model adjustments in future years,

The Department estimates that the improved collections realized by the State will not only more than offset the original costs of \$2,615,289, but will provide a large annual return on investment over the recurring costs.

TOTAL: GOVERNMENTAL OPERATIONS				<u>1601.00.00.00</u>
BY FUND TYPE				
GENERAL REVENUE FUND	42,871,555			1000
TRUST FUNDS	36,088,834	2,092,143		2000
TOTAL POSITIONS.....	1,116.50			
TOTAL PROG COMP.....	78,960,389	2,092,143		
TOTAL SALARY RATE.....	49,291,619			
	=====	=====	=====	

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
COMPLIANCE RESOLUTION				73401300
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SALARY RATE				000000
SALARY RATE.....	20,636,920			
=====				
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	21,280,569			1000 1
FEDERAL GRANTS TRUST FUND -RECPNT	3,896,344			2261 9
OPERATING TRUST FUND -STATE	5,102,333			2510 1
TOTAL POSITIONS.....	566.50			
TOTAL APPRO.....	30,279,246			
=====				
OTHER PERSONAL SERVICES				030000
GENERAL REVENUE FUND -STATE	6,292			1000 1
FEDERAL GRANTS TRUST FUND -RECPNT	41,347			2261 9
OPERATING TRUST FUND -STATE	39,606			2510 1
TOTAL APPRO.....	87,245			
=====				
EXPENSES				040000
GENERAL REVENUE FUND -STATE	2,791,814			1000 1
FEDERAL GRANTS TRUST FUND -RECPNT	932,694			2261 9
OPERATING TRUST FUND -STATE	1,970,688			2510 1
TOTAL APPRO.....	5,695,196			
=====				
OPERATING CAPITAL OUTLAY				060000
GENERAL REVENUE FUND -STATE	22,218			1000 1
FEDERAL GRANTS TRUST FUND -RECPNT	6,318			2261 9
OPERATING TRUST FUND -STATE	109,342			2510 1
TOTAL APPRO.....	137,878			
=====				

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
COMPLIANCE RESOLUTION				73401300
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
GENERAL REVENUE FUND -STATE	929,314			1000 1
FEDERAL GRANTS TRUST FUND -RECPNT	310,497			2261 9
OPERATING TRUST FUND -STATE	433,371			2510 1
TOTAL APPRO.....	1,673,182			
PUR/SVCS - COLLECTION AGEN				102900
OPERATING TRUST FUND -STATE	114,051			2510 1
RISK MANAGEMENT INSURANCE				103241
GENERAL REVENUE FUND -STATE	154,445			1000 1
OPERATING TRUST FUND -STATE	58,903			2510 1
TOTAL APPRO.....	213,348			
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS				1001000
TOTAL POSITIONS.....	566.50			
TOTAL ISSUE.....	38,200,146			
TOTAL SALARY RATE.....	20,636,920			
ADJUSTMENT TO STATE HEALTH				
INSURANCE PREMIUM CONTRIBUTION -				
FISCAL YEAR 2008-09				1001800
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	71,567			1000 1
OPERATING TRUST FUND -STATE	17,160			2510 1
TOTAL APPRO.....	88,727			

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
COMPLIANCE RESOLUTION				73401300
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
ESTIMATED EXPENDITURES				1000000
ADJUSTMENT TO STATE LIFE AND				
DISABILITY INSURANCE CONTRIBUTION				
RATES - FISCAL YEAR 2008-09				1001910
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	7,725-			1000 1
OPERATING TRUST FUND -STATE	1,852-			2510 1
TOTAL APPRO.....	9,577-			
PRICE LEVEL INCREASES				2300000
BUILDING RENTAL FOR PRIVATELY OWNED				
OFFICE SPACE - PRIOR YEAR UNFUNDED				2302200
EXPENSES				040000
OPERATING TRUST FUND -STATE	120,959			2510 1

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

This issue requests \$1,321,852 for funding the projected increases in private leases within the Department. For Fiscal Year 2008-09, the Department will lease a total of 1,438,249 square feet of office and storage space. The Department leases office space from private owners and from the Department of Management Services (DMS). Currently, the Department administers seventy-six (76) leases, many of which provide collocated program office space. Although most of these leases are in Florida, the Department leases a total of seven (7) facilities in six (6) other states as part of its nationwide General Tax Administration (GTA) function. Private leases account for 83% of total office space occupied.

Fiscal Year 2009-10 annualized lease cost is estimated to total \$27,742,213. No new additional service centers are projected for the remaining years of the five-year plan. Two major factors will continue to impact the cost of the Department's future lease commitments. Historically, the Department's strategy for leasing office space has focused on maximizing renewal options and minimizing rate increases associated with renewal options. This practice benefits the Department by obtaining long term commitments at favorable rates, while allowing for lease termination if the rate structure becomes disadvantageous for the Department. Most renewal options are necessarily accompanied with a minimal rate increase, which increases the Department's total cost for leasing office space.

The second factor is one whose impact has intensified in recent years. For leases without unexercised renewal options or with disadvantageous renewal options, the Department must go through a competitive bidding process to reacquire the needed space. Recent experiences gauging the commercial lease market through the bidding process has resulted in significant increases in rental rates. We attribute this trend to the unprecedented increase in property values, increased property taxes and extremely elevated insurance premiums throughout Florida in recent years. Unfortunately,

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
COMPLIANCE RESOLUTION				73401300
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
PRICE LEVEL INCREASES				2300000
BUILDING RENTAL FOR PRIVATELY OWNED				
OFFICE SPACE - PRIOR YEAR UNFUNDED				2302200

this trend will continue to adversely affect the Department's leasing costs as older leases expire.

In last year's budget request, the Department requested \$640,952 for FY 2008-09. These cost increases were not funded by the Legislature. During the 2008 Legislative session the Department closed 6 offices as part of its reduction plan which impacted some of the projected need as outlined in last year's request. Additionally, some of the assumptions made on lease renewals in FY 2008-09 varied slightly upon actual execution. For these reasons, the amount requested in FY 2009-10 is not simply a matter of adding last year's unfunded request to the current year request. Ultimately, the two year impact of private lease increases is \$1,321,852. As the Department implements operational reductions in many areas of service, the inability to maintain a base level of funding for lease payments essentially becomes another reduction issue for the Department.

The private lease increases by program are as follows:

		FY 2008-09	FY 2009-10	Total Request
Administrative Services Program:	\$ 4,945	\$678		\$5,623
Property Tax Oversight Program:	\$0		\$0	\$0
Child Support Enforcement Program:	\$ 215,923	\$577,705	\$793,628	
General Tax Administration Program:	\$ 400,444	\$114,674	\$515,118	
Information Services Program:	\$ 855	\$6,628		\$7,483
Department of Revenue				\$1,321,852

UNITED STATES POSTAGE INCREASE		2302300
EXPENSES		040000
FEDERAL GRANTS TRUST FUND -RECPNT	20,188	2261 9
OPERATING TRUST FUND -STATE	33,963	2510 1
TOTAL APPRO.....	54,151	

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
COMPLIANCE RESOLUTION				73401300
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				1601.00.00.00
PRICE LEVEL INCREASES				2300000
UNITED STATES POSTAGE INCREASE				2302300

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

The Department operates a significant mail services process in both the General Tax Administration Program and the Child Support Enforcement Program with smaller amounts in other programs. During FY 2007-08, the Department expended \$6,430,708 on postage. The Department requested \$176,651 during FY 2008-09 to cover the increase in postage costs for that year. The request was not funded by the Legislature. During FY 2009-10, the rates are expected to increase by an additional \$293,935. This issue requests an increase in Expense category funding of \$470,586 to cover the increased cost of postage for FY2008-09 and FY 2009-10.

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Without an increase in postage the Department would have to reduce communications with taxpayers and clients of the Child Support Enforcement Program. This could take the form of reduced Taxpayer Information Pamphlets (TIP's), curtailment of delinquent tax notices, or notices of child support obligations to pay going to non-custodial parents. Ultimately, a reduction in out-going mail could negatively impact tax collections and child support collections.

ANNUALIZATION OF ADMINISTERED
 FUNDS APPROPRIATIONS
 STATE HEALTH INSURANCE PREMIUM
 CONTRIBUTION - 10 MONTHS
 ANNUALIZATION
 SALARIES AND BENEFITS

26A0000

26A1800

010000

GENERAL REVENUE FUND -STATE 357,835
 OPERATING TRUST FUND -STATE 85,800

1000 1
 2510 1

TOTAL APPRO..... 443,635

 =====

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: GENERAL TAX ADMIN PGM				73400000
COMPLIANCE RESOLUTION				73401300
GOV OPERATIONS/SUPPORT				16
GOVERNMENTAL OPERATIONS				<u>1601.00.00.00</u>
ANNUALIZATION OF ADMINISTERED				
FUNDS APPROPRIATIONS				26A0000
LIFE AND DISABILITY INSURANCE				
REDUCTION - 6 MONTHS ANNUALIZATION				26A2000
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE		7,725-		1000 1
OPERATING TRUST FUND -STATE		1,852-		2510 1
TOTAL APPRO.....		9,577-		
TOTAL: GOVERNMENTAL OPERATIONS				<u>1601.00.00.00</u>
BY FUND TYPE				
GENERAL REVENUE FUND		25,598,604		1000
TRUST FUNDS		13,289,860		2000
TOTAL POSITIONS.....	566.50			
TOTAL PROG COMP.....		38,888,464		
TOTAL SALARY RATE.....		20,636,920		

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: INFO SERVS PROGRAM				73710000
INFORMATION TECHNOLOGY				73710100
GOV OPERATIONS/SUPPORT				16
INFORMATION TECHNOLOGY				<u>1603.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SALARY RATE				000000
SALARY RATE.....	8,380,366			
=====				
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	8,015,537			1000 1
FEDERAL GRANTS TRUST FUND -RECPNT	604,946			2261 9
OPERATING TRUST FUND -STATE	2,613,467			2510 1
TOTAL POSITIONS.....	200.00			
TOTAL APPRO.....	11,233,950			
=====				
OTHER PERSONAL SERVICES				030000
GENERAL REVENUE FUND -STATE	172,260			1000 1
OPERATING TRUST FUND -STATE	29,252			2510 1
TOTAL APPRO.....	201,512			
=====				
EXPENSES				040000
GENERAL REVENUE FUND -STATE	230,125			1000 1
FEDERAL GRANTS TRUST FUND -RECPNT	212,063			2261 9
OPERATING TRUST FUND -STATE	2,313,234			2510 1
TOTAL APPRO.....	2,755,422			
=====				
OPERATING CAPITAL OUTLAY				060000
GENERAL REVENUE FUND -STATE	152,233			1000 1
FEDERAL GRANTS TRUST FUND -RECPNT	34,094			2261 9
OPERATING TRUST FUND -STATE	1,469,809			2510 1
TOTAL APPRO.....	1,656,136			
=====				

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: INFO SERVS PROGRAM				73710000
<u>INFORMATION TECHNOLOGY</u>				73710100
<u>GOV OPERATIONS/SUPPORT</u>				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
ESTIMATED EXPENDITURES				1000000
ESTIMATED EXPENDITURES - OPERATIONS				1001000
SPECIAL CATEGORIES				1000000
CONTRACTED SERVICES				100777
GENERAL REVENUE FUND -STATE		688		1000 1
FEDERAL GRANTS TRUST FUND -RECPNT		784,476		2261 9
OPERATING TRUST FUND -STATE		3,435,729		2510 1
TOTAL APPRO.....		4,220,893		
		=====		
RISK MANAGEMENT INSURANCE				103241
GENERAL REVENUE FUND -STATE		44,165		1000 1
OPERATING TRUST FUND -STATE		29,699		2510 1
TOTAL APPRO.....		73,864		
		=====		
TR/DMS/HR SVCS/STW CONTRCT				107040
GENERAL REVENUE FUND -STATE		5,970		1000 1
		=====		
DATA PROCESSING SERVICES				210000
OTHER DATA PROCESSING SVCS				210014
GENERAL REVENUE FUND -STATE		74,714		1000 1
OPERATING TRUST FUND -STATE		309,286		2510 1
TOTAL APPRO.....		384,000		
		=====		
STATE TECHNOLOGY OFFICE				210018
GENERAL REVENUE FUND -STATE		167,761		1000 1
OPERATING TRUST FUND -STATE		186,812		2510 1
TOTAL APPRO.....		354,573		
		=====		

	COL A03		COL A04		COL A05		CODES
	AGY REQUEST FY 2009-10	POS	AGY REQ N/R FY 2009-10	POS	AG REQ ANZ FY 2009-10	AMOUNT	
REVENUE, DEPARTMENT OF							73000000
PGM: INFO SERVS PROGRAM							73710000
INFORMATION TECHNOLOGY							73710100
GOV OPERATIONS/SUPPORT							16
INFORMATION TECHNOLOGY							<u>1603.00.00.00</u>
ESTIMATED EXPENDITURES							1000000
ESTIMATED EXPENDITURES - OPERATIONS							1001000
TOTAL: ESTIMATED EXPENDITURES - OPERATIONS							1001000
TOTAL POSITIONS.....	200.00						
TOTAL ISSUE.....	20,886,320						
TOTAL SALARY RATE.....	8,380,366						
=====							
ADJUSTMENT TO STATE HEALTH INSURANCE PREMIUM CONTRIBUTION - FISCAL YEAR 2008-09 SALARIES AND BENEFITS							1001800 010000
GENERAL REVENUE FUND -STATE	22,791						1000 1
FEDERAL GRANTS TRUST FUND -RECPNT	1,718						2261 9
OPERATING TRUST FUND -STATE	7,429						2510 1
TOTAL APPRO.....	31,938						
=====							
ADJUSTMENT TO STATE LIFE AND DISABILITY INSURANCE CONTRIBUTION RATES - FISCAL YEAR 2008-09 SALARIES AND BENEFITS							1001910 010000
GENERAL REVENUE FUND -STATE	2,695-						1000 1
FEDERAL GRANTS TRUST FUND -RECPNT	203-						2261 9
OPERATING TRUST FUND -STATE	879-						2510 1
TOTAL APPRO.....	3,777-						
=====							

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: INFO SERVS PROGRAM				73710000
<u>INFORMATION TECHNOLOGY</u>				73710100
<u>GOV OPERATIONS/SUPPORT</u>				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
ADJUSTMENTS TO CURRENT YEAR				
ESTIMATED EXPENDITURES				1600000
REAPPROVAL OF BUDGET AMENDMENT TO				
REALIGN HUMAN RESOURCE CONTRACT				
COSTS FROM INFORMATION SERVICES TO				
ADMINISTRATIVE SERVICES - DEDUCT				160F060
SPECIAL CATEGORIES				100000
TR/DMS/HR SVCS/STW CONTRCT				107040
GENERAL REVENUE FUND	-STATE	5,970-		1000 1

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

During the 2008 Legislative session, the Legislature established 15 new positions in the Department's Information Services Program. These positions were established with a standard appropriation of \$398 per position in order to pay for the associated human resources contract costs. The total amount funded was \$5,970 in General Revenue. This amount was appropriated in the Information Services Program budget entity. The Department historically funds its entire human resources obligations under the Administrative Services Program budget entity. This issue is a technical issue transferring the human resources contract appropriation from the Information Services Program to the Administrative Services Program. This is a re-approval of budget amendment 2009-73-08.

NONRECURRING EXPENDITURES				2100000
REDUCTION IN SALARIES AND BENEFITS				2103065
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND	-STATE	22,310		1000 1

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	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: INFO SERVS PROGRAM				73710000
<u>INFORMATION TECHNOLOGY</u>				73710100
<u>GOV OPERATIONS/SUPPORT</u>				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
PRICE LEVEL INCREASES				2300000
BUILDING RENTAL FOR PRIVATELY OWNED				
OFFICE SPACE - PRIOR YEAR UNFUNDED				2302200
EXPENSES				040000
OPERATING TRUST FUND				
-STATE		7,483		2510 1

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? NO

This issue requests \$1,321,852 for funding the projected increases in private leases within the Department. For Fiscal Year 2008-09, the Department will lease a total of 1,438,249 square feet of office and storage space. The Department leases office space from private owners and from the Department of Management Services (DMS). Currently, the Department administers seventy-six (76) leases, many of which provide collocated program office space. Although most of these leases are in Florida, the Department leases a total of seven (7) facilities in six (6) other states as part of its nationwide General Tax Administration (GTA) function. Private leases account for 83% of total office space occupied.

Fiscal Year 2009-10 annualized lease cost is estimated to total \$27,742,213. No new additional service centers are projected for the remaining years of the five-year plan. Two major factors will continue to impact the cost of the Department's future lease commitments. Historically, the Department's strategy for leasing office space has focused on maximizing renewal options and minimizing rate increases associated with renewal options. This practice benefits the Department by obtaining long term commitments at favorable rates, while allowing for lease termination if the rate structure becomes disadvantageous for the Department. Most renewal options are necessarily accompanied with a minimal rate increase, which increases the Department's total cost for leasing office space.

The second factor is one whose impact has intensified in recent years. For leases without unexercised renewal options or with disadvantageous renewal options, the Department must go through a competitive bidding process to reacquire the needed space. Recent experiences gauging the commercial lease market through the bidding process has resulted in significant increases in rental rates. We attribute this trend to the unprecedented increase in property values, increased property taxes and extremely elevated insurance premiums throughout Florida in recent years. Unfortunately, this trend will continue to adversely affect the Department's leasing costs as older leases expire.

In last year's budget request, the Department requested \$640,952 for FY 2008-09. These cost increases were not funded by the Legislature. During the 2008 Legislative session the Department closed 6 offices as part of its reduction plan which impacted some of the projected need as outlined in last year's request. Additionally, some of the assumptions made on lease renewals in FY 2008-09 varied slightly upon actual execution. For these reasons, the amount requested in FY 2009-10 is not simply a matter of adding last year's unfunded request to the current year request. Ultimately, the two year impact of private lease increases is \$1,321,852. As the Department implements operational reductions in many areas of service, the inability to maintain a base level of funding for lease payments essentially becomes another reduction issue for the Department.

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: INFO SERVS PROGRAM				73710000
<u>INFORMATION TECHNOLOGY</u>				73710100
<u>GOV OPERATIONS/SUPPORT</u>				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
PRICE LEVEL INCREASES				2300000
BUILDING RENTAL FOR PRIVATELY OWNED				
OFFICE SPACE - PRIOR YEAR UNFUNDED				2302200

The private lease increases by program are as follows:

		FY 2008-09	FY 2009-10	Total Request
Administrative Services Program:	\$ 4,945	\$678		\$5,623
Property Tax Oversight Program:	\$0		\$0	\$0
Child Support Enforcement Program:	\$ 215,923	\$577,705	\$793,628	
General Tax Administration Program:	\$ 400,444	\$114,674	\$515,118	
Information Services Program:	\$ 855	\$6,628		\$7,483
Department of Revenue				\$1,321,852

ANNUALIZATION OF ADMINISTERED FUNDS APPROPRIATIONS				26A0000
STATE HEALTH INSURANCE PREMIUM CONTRIBUTION - 10 MONTHS ANNUALIZATION				26A1800
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	113,955			1000 1
FEDERAL GRANTS TRUST FUND -RECPNT	8,590			2261 9
OPERATING TRUST FUND -STATE	37,145			2510 1
TOTAL APPRO.....	159,690			

LIFE AND DISABILITY INSURANCE REDUCTION - 6 MONTHS ANNUALIZATION				26A2000
SALARIES AND BENEFITS				010000
GENERAL REVENUE FUND -STATE	2,695-			1000 1
FEDERAL GRANTS TRUST FUND -RECPNT	203-			2261 9
OPERATING TRUST FUND -STATE	879-			2510 1
TOTAL APPRO.....	3,777-			

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: INFO SERVS PROGRAM				73710000
<u>INFORMATION TECHNOLOGY</u>				73710100
<u>GOV OPERATIONS/SUPPORT</u>				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
NEW INFORMATION RESOURCE MANAGEMENT				
INFRASTRUCTURE PROJECT				3600000
PROPERTY TAX OVERSIGHT PROGRAM -				
LEGISLATIVE RELEIF TECHNOLOGY				36082C0
SPECIAL CATEGORIES				100000
CONTRACTED SERVICES				100777
OPERATING TRUST FUND	-STATE	943,880	863,130	2510 1

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

The Department of Revenue requests \$943,880 in non-recurring funding to implement a web-based system that will allow local governments (cities, counties, special taxing districts, property appraisers, tax collectors and value adjustment boards) to submit and exchange forms and documentation required by House Bill 1B, Senate Bill 4D, Senate Bill 1588 and House Bill 909 with the Department.

Summary of Need: This new legislation, which passed during the 2007 and 2008 legislative sessions, placed new and additional responsibilities on the Department of Revenue's Property Tax Oversight Program, which is responsible for the general oversight and supervision of more than 11 million parcels of property valued at more than \$2.4 trillion. The Department received no additional funding, FTE or resources to implement any of these new requirements, and the annual recurring general revenue budget for the Property Tax Oversight program has been reduced by more than 10% in the past 18 months.

Under House Bill 1B (2007-321, L.O.F.), counties, municipalities and independent special districts are subject to millage levy limitations based on prior year taxes levied. These maximums can be overridden by either a two-thirds or unanimous vote of the taxing authorities' governing board or a referendum. Included in the maximum levy calculation are all municipal service taxing units (MSTUs) and special districts dependent to a county or municipality. Failure to comply with the maximum millage and voting requirements will result in the loss of the half cent sales tax distribution for counties and municipalities.

There are currently over 640 individual taxing authorities in Florida. All but 67 of these (the school districts) are subject to the maximum millage requirement. When MSTUs and dependent special districts are included, there are over 1,400 individual levies subject to the millage limitation. Each taxing authority and district must separately file forms calculating their millage limitation, their adopted millage rate, and certification of the vote by which the rate was adopted. Senate Bill 4D (2007-338 & 339, L.O.F.) extends these local government revenue limitations and places additional oversight and aid and assistance responsibilities on the Department.

The Truth-in-Millage (TRIM) statute passed in 1980 requires local governments to calculate a millage rate (the rolled-back rate) that would generate only as much revenue as was raised the year before (plus an additional amount from new construction). This rate is defined as the "no tax increase" rate and local governments wishing to levy rates above the rolled-back rate are required to include this information in a personal notice sent to all taxpayers and advertise a

COL A03		COL A04		COL A05		CODES
AGY REQUEST	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
REVENUE, DEPARTMENT OF						73000000
PGM: INFO SERVS PROGRAM						73710000
<u>INFORMATION TECHNOLOGY</u>						73710100
<u>GOV OPERATIONS/SUPPORT</u>						16
<u>INFORMATION TECHNOLOGY</u>						<u>1603.00.00.00</u>
NEW INFORMATION RESOURCE MANAGEMENT						
INFRASTRUCTURE PROJECT						3600000
PROPERTY TAX OVERSIGHT PROGRAM -						
LEGISLATIVE RELIEF TECHNOLOGY						36082C0

tax increase prior to their final budget hearing.

The Department of Revenue's oversight responsibility includes verifying that rolled-back rates are calculated properly and that all meeting notices and advertisements comply with law. Local governments violating the law face loss of their Revenue Sharing distribution for a year. The Department's TRIM compliance program has been very successful, primarily because of its strong program of providing aid and assistance to local governments. Information and training documents are produced and distributed and each year the Department holds numerous workshops throughout the state for local officials.

Under Senate Bill 4D and Senate Bill 1588 (2008-173, L.O.F.), the Department also has the responsibility to monitor compliance of homestead portability, a 10% assessment increase limitation on non-homestead property and a new \$25,000 exemption for tangible personal property.

House Bill 909 (2008-197, L.O.F.) placed new and additional responsibilities on the Department to monitor and oversee the 67 local value adjustment boards, which provide taxpayers with a neutral forum to appeal the property appraiser's valuation of their property and/or denial of an exemption request. More than 100,000 petitions to value adjustment boards are filed each year. The Department needs an electronic platform to collect, maintain and analyze these petitions to provide effective supervision and oversight of the system.

Benefits: The electronic submission of forms will benefit local governments and the Department in many ways. For example, by submitting millage cap and budget levying information on line, local governments will know before they send the information to the Department that the information on the form is complete and accurate (online submission forms will notify the person entering the data of any errors or miscalculations). This will significantly decrease the number of errors on forms currently submitted by paper. It will also allow the Department to notify a local government of its compliance in a matter of days instead of weeks, which is critical since local governments have a small window of time in which to advertise their budget hearings and adopt a final budget. By storing and analyzing this data electronically, the Department will also be able to provide the Revenue Estimating Conference with more timely and accurate information on local revenues, millage rates across counties, and property valuation changes from year to year.

This new technology platform will assist with harmonizing data exchanges with the Department's General Tax Program. Discovery and compliance efforts with the commercial rental tax and corporate income tax are estimated to generate an estimated \$34 million in the 4 subsequent fiscal years following implementation. Additionally, with data integration with our present Geographic Information System, the agency could use this system for transaction situsing for Communication Services Tax and Insurance Premium Tax. The present situsing software system has an annual cost of \$315,920. The Geographic Information System integration would provide a significant improvement in accuracy over the existing software system as well as a cost savings of over \$1,000,000 over the next four years.

Assumptions and Constraints: The electronic exchange of information between local governments and the Department requires

COL A03		COL A04		COL A05		CODES
AGY REQUEST	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
REVENUE, DEPARTMENT OF						73000000
PGM: INFO SERVS PROGRAM						73710000
<u>INFORMATION TECHNOLOGY</u>						73710100
<u>GOV OPERATIONS/SUPPORT</u>						16
<u>INFORMATION TECHNOLOGY</u>						<u>1603.00.00.00</u>
NEW INFORMATION RESOURCE MANAGEMENT						
INFRASTRUCTURE PROJECT						3600000
PROPERTY TAX OVERSIGHT PROGRAM -						
LEGISLATIVE RELEIF TECHNOLOGY						36082C0

a minimum amount of new infrastructure that can be purchased off the shelf (web servers, data storage, and software). In order to assume and execute the responsibilities detailed in the recently enacted legislation, the Property Tax Oversight program will need to automate the data exchange, workflow process and communication with the various local governments.

Implementation Timeline and Estimated Costs: The project is estimated at 6 months. The estimated cost for hardware is \$240,000. The Department will use the remaining \$703,880 to contract out for the development and deployment of the necessary programming and report development. There is a recurring maintenance cost of \$80,750.

AGENCY-WIDE INFORMATION TECHNOLOGY						3620000
MIGRATION OF DEPARTMENTAL						
INFORMATION TECHNOLOGY PLATFORM TO						
ONE STANDARD						36290C0
SPECIAL CATEGORIES						100000
CONTRACTED SERVICES						100777
OPERATING TRUST FUND	-STATE	985,000	985,000			2510 1
		=====	=====			

AGENCY ISSUE NARRATIVE:

2009-2010 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

The Florida Department of Revenue (DOR) is requesting \$985,000 from nonrecurring trust funds to assist in the implementation of collaborative functionality for the Child Support Enforcement (CSE) Case Automated Management System (CAMS) II and for the implementation of a Standard Operating Environment (SOE) within DOR. This funding request will provide for the purchase of software from Microsoft in order for DOR to meet its goals for CAMS II collaboration and SOE.

Currently the business operations of DOR are realized on very diverse technological infrastructure. This diverse technology infrastructure is expensive and difficult to maintain and hinders business agility. DOR has experienced significant challenges staffing technical resources to support this infrastructure.

Additionally, some components of this infrastructure are incompatible with the SAP business software that is used at DOR. Such is the case with the current email system (Novell Groupwise) used by DOR. This incompatibility between the DOR SAP business software and the DOR Groupwise email software hinders user collaboration, produces redundant work and increases errors. This collaboration capability is desired to fully implement the CAMS II system it will not be practical to link the current DOR email / groupware system with the CAMS II SAP system.

COL A03		COL A04		COL A05		CODES
AGY REQUEST	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
REVENUE, DEPARTMENT OF						73000000
PGM: INFO SERVS PROGRAM						73710000
<u>INFORMATION TECHNOLOGY</u>						73710100
<u>GOV OPERATIONS/SUPPORT</u>						16
<u>INFORMATION TECHNOLOGY</u>						<u>1603.00.00.00</u>
AGENCY-WIDE INFORMATION TECHNOLOGY						3620000
MIGRATION OF DEPARTMENTAL						
INFORMATION TECHNOLOGY PLATFORM TO						
ONE STANDARD						36290C0

IT Service and Implementation Approach:

The proposed solution would allow DOR to achieve the following goals:

- Transition from the Novell Groupwise email software to the Microsoft Exchange email software. This would allow for collaborative integration between the DOR SAP systems and the Microsoft email platform.
- Transition the file stores within DOR from UNIX and Novell NetWare to the Microsoft Windows OS.
- Transition the web server and web application environments within DOR from various platforms to the Microsoft platform.
- Transition the DOR from using approximately 10 different operating systems to the Microsoft Windows OS
- Transition several legacy development technologies within DOR to the Microsoft development platform.
- Implement comprehensive systems management and operations software within DOR

Benefits:

With the adoption of an SOE and business software email integration, DOR anticipates the following benefits:

- Improved worker productivity via improved collaboration by linking DOR SAP business suite software to a Microsoft email / groupware system. This is particularly necessary in order to achieve the goals of the CAMS II system.
- Reduced operations and maintenance costs via adoption of SOE fewer vendor products to support means fewer maintenance contracts; fewer product training courses required for the staff; and the ability of the staff to more easily cross train and support each other.
- Easier staffing solutions through an increased talent pool via adoption of SOE. IT professionals with Microsoft Certifications are much more prevalent in today's workforce than either Novell or Sun certifications.
- Reduced computer hardware costs with use of commodity servers made possible with adoption of SOE. For example, DOR recently purchased an Itanium-based server for the CAMS I CRM system. DOR had no choice in choosing this type of server since the operating system of the CAMS I CRM system is HP-UX. If the CAMS I CRM system used the Windows operating system instead, then DOR would have a choice of server types to purchase (Itanium, x64 or AMD) from a wide variety of vendors (HP, IBM, Dell, Sun, Fujitsu etc). The Itanium-based server costs approximately \$160,000. An equivalent commodity server (x64 / AMD) would cost approximately \$50,000. DOR has researched this extensively and generally the costs of commodity servers is approximately 1/3 the cost of proprietary servers for the same performance levels.
- Reduced skill set maintenance via adoption of SOE.
- Reduced electricity costs and green house gas emissions in order to meet State of Florida Executive Order 07-126. This Executive Order sets targets for each State Agency to reduce GHG emissions by 10% by 2012; 25% by 2017; 40% by 2025. The Windows Server 2008 operating system is Microsoft's most energy efficient server operating system to date providing over a 10% reduction in energy consumption out of the box. With the implementation of server virtualization using Microsoft's no cost Virtual Server software, DOR will save even more and be well on its way to reaching the 2012 GHG target of the Executive Order.

By providing a SOE DOR will be able to exchange and share data much more easily than the current stove pipe system approach providing more accurate and timely data to the staff without duplicating data in multiple locations. With such

COL A03		COL A04		COL A05		CODES
AGY REQUEST	AGY REQ N/R	AGY REQ N/R	AGY REQ N/R	AG REQ ANZ	AG REQ ANZ	
FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	FY 2009-10	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	
REVENUE, DEPARTMENT OF						73000000
PGM: INFO SERVS PROGRAM						73710000
<u>INFORMATION TECHNOLOGY</u>						73710100
<u>GOV OPERATIONS/SUPPORT</u>						16
<u>INFORMATION TECHNOLOGY</u>						<u>1603.00.00.00</u>
AGENCY-WIDE INFORMATION TECHNOLOGY						3620000
MIGRATION OF DEPARTMENTAL						
INFORMATION TECHNOLOGY PLATFORM TO						
ONE STANDARD						36290C0

data consolidation it will be much easier for DOR to implement business intelligence initiatives using its existing SQL Server and Microsoft Excel reporting and analytics capabilities. This also provides a standard platform for implementing enterprise business intelligence using Microsoft's PerformancePoint Server.

Improved security by implementing a SOE, DOR will significantly increase security while minimizing risks. Having multiple vendors with multiple product patches and updates makes it very difficult for IT to implement key security patches quickly enough to protect the enterprise. Reducing the number of operating systems greatly reduces DOR's exposure to security threats while at the same time making it easier to update and maintain a maximum security profile.

Assumptions and Constraints:

This project is contingent upon DOR IT staff being prioritized to implement this solution. It is anticipated that if this funding request is met and DOR IT staff are directed towards this goal, full implementation could be achieved within 2 years.

Implementation Timeline:

DOR has extensive experience implementing large scale IT projects. Similar methodologies will be utilized to implement this project. The proposed timeline for this project is as follows:

Milestone	Start Date	End Date
Requirements Definition	07/1/2009	12/30/2009
Implementation with rolling go lives	01/1/2010	06/1/2011
Project Closeout	07/1/2011	07/1/2011
Begin Warranty Period	07/1/2011	

Estimated Costs:

The cost for this project is \$985,000 for software licenses. This cost will cover an Enterprise Agreement software license with DOR to provide licenses for directory services, identity management, operating systems, database server software, development tools, email software and collaboration software. The ongoing maintenance costs of the software will be funded from the existing software license that will be retired as the SOE is adopted. The recurring maintenance costs will average 17% of the purchase price, \$167,450 annual recurring, and will be covered using existing base appropriations available from no longer needing to fund the Novell GroupWise product support email functionality within

	COL A03	COL A04	COL A05	
	AGY REQUEST	AGY REQ N/R	AG REQ ANZ	
	FY 2009-10	FY 2009-10	FY 2009-10	
	POS	AMOUNT	POS	AMOUNT
				AMOUNT
				CODES
REVENUE, DEPARTMENT OF				73000000
PGM: INFO SERVS PROGRAM				73710000
<u>INFORMATION TECHNOLOGY</u>				73710100
<u>GOV OPERATIONS/SUPPORT</u>				16
<u>INFORMATION TECHNOLOGY</u>				<u>1603.00.00.00</u>
AGENCY-WIDE INFORMATION TECHNOLOGY				3620000
MIGRATION OF DEPARTMENTAL				
INFORMATION TECHNOLOGY PLATFORM TO				
ONE STANDARD				36290C0

DOR.

Impact to Overall Operations:

Some DOR IT staff will have to be dedicated to this project for its duration. Replacement of the diverse technology landscape with a Standard Operating Environment will result in vastly streamlined IT operations, reduced IT system Total Cost of Ownership (TCO), and greater overall business agility.

The benefits of such a consolidation impact not only the hardware and software costs, but the staffing both today and the future required to keep the DOR SOE operating. Having fewer operating systems and types of server hardware will allow DOR to cross train resources and be able to maintain the SOE with fewer resources than the present multi vendor environment. This also will allow DOR IT staff to focus on learning and training to become Microsoft Certified Professionals on key technologies. This will not only encourage the staff to obtain such certifications, it also will make it easier on future recruitments for vacancies as there will be a more specific skill set to pursue and a skill set that is much more prevalent in the job market than the current products.

In addition to staff hiring, training will be easier to obtain and be less expensive than supporting multiple vendors' training courses. The key components of the SOE all have many off the shelf books supporting them something that is increasing difficult with some of the vendors' products currently in use in DOR.

TOTAL: INFORMATION TECHNOLOGY				<u>1603.00.00.00</u>
BY FUND TYPE				
GENERAL REVENUE FUND	9,011,149			1000
TRUST FUNDS	14,011,948	1,848,130		2000
TOTAL POSITIONS.....	200.00			
TOTAL PROG COMP.....	23,023,097	1,848,130		
TOTAL SALARY RATE.....	8,380,366			
	=====	=====	=====	