SHARE CYFD Accounts Receivables

Requesting Agency:
Annette Romero
ASD Deputy Director
Children, Youth, and Families Department
The CYFD Accounts Receivable project is requesting certification for Closeout

Project Justification:
CYFD was using the Joint Accounting System (JAS) as the accounts receivable system to account for overpayments made to foster care and childcare providers.

- JAS was the legacy system that is no longer supported
- CYFD had concerns regarding how long JAS would remain functional
- CYFD needed a modern, integrated and supported solution for Accounts Receivable related to the billing and collection of overpayments
**Project Accomplishments:**

CYFD built on the existing SHARE configuration to deploy AR functionality. This project deployed the functionality needed to record and maintain payments, manage open receivables with customers through statements and dunning letters. The implementation included interfaces between SHARE Accounts Receivable and the CYFD Family Automated Client Tracking System (FACTS).

Results from the project included:

- Improved accuracy and data integrity
- Improved AR reporting
- Increased timeliness of AR payment application to customer accounts
- Provided knowledge transfer and training to CYFD staff
- Updated the SHARE AR cookbook
Lessons Learned:

- Do not use the same vendor resource at the same time for concurrent projects
- Perform better data validation prior to, during and after conversion
- Adhere to the agreed upon development plan and schedule
- Differentiate between testing and training
- Include the appropriate staff in design, development and testing
- Take into consideration Statewide processes and deadlines
Accounts Receivable was live for CYFD of June 27, 2013. However, a substantial amount of time was required for data clean-up and reconciliation in order to validate the data for statements and dunning letters.
## Major Project Deliverable & Performance Measure

<table>
<thead>
<tr>
<th>Major Project Deliverable &amp; Performance Measure</th>
<th>Expense</th>
<th>Date</th>
<th>Project Phase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Organization, Planning and Design</td>
<td>$82,852.17</td>
<td>Feb 2013</td>
<td>Planning</td>
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<tr>
<td>Development</td>
<td>$64,441.05</td>
<td>Apr 2013</td>
<td>Implementation</td>
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<td>Testing &amp; Training</td>
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<td>June 2013</td>
<td>Implementation</td>
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<td>Deployment &amp; Go-live</td>
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<td>July 2013</td>
<td>Go Live</td>
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<td>Customized Reporting</td>
<td>$8,120.58</td>
<td>Nov 2013</td>
<td>Close</td>
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<td>Adjustment for GRT rate change during project</td>
<td>$415.57</td>
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</tbody>
</table>

**TOTAL SPENT** $309,734.47

**TOTAL BUDGET (Certified)** $305,000.00

**UNDER/(OVER) BUDGET** $ (4,734.47)

*Overage was due to additional work on custom reports paid from the CYFD Operating Budget.*
In closing, CYFD is successfully using the SHARE Accounts Receivable module in production for provider overpayments

- Correctly recording aging and account balances (Since Implementation)
- Integrated with FACTS for customer overpayment balances
- Producing dunning letters and statements since October, 2015
- The SHARE Accounts Receivable Module in Production is stable