

DATA COLLECTION AND INPUT PROCESS REDESIGN

INTEGRATED DISBURSEMENT AND
INFORMATION SYSTEM (IDIS)

12/14/2015



DEFINE - PROJECT DETAILS

Department – Housing and Community Development Department, Planning and Grants Management Division

Problem statement – HUD has raised concerns regarding the project/activity information or lack thereof in the IDIS system, and the significant number of errors noted. We need to review/revise the IDIS project set-up, completion, and annual accomplishment reporting processes to insert an approval/quality assurance step to ensure the accuracy and completeness of the information being submitted. We need to explore automation opportunities to improve accountability within these processes.

Mission statement – Our goal is to

- reduce the number of errors entered into the IDIS system
- avoid forms being submitted for data entry into IDIS without the appropriate information completed
- ensure that all required information is entered into IDIS at the time of project set-up, completion, and/or accomplishment reporting

Scope –

- define, develop, and document revised IDIS set-up, completion, and accomplishment form submission process to include the new QA function
- revise form information to align with required input screens in IDIS
- automate data collection and form submission processes, where possible

DEFINE - OVERVIEW/BACKGROUND

- HUD End of Year Assessment Letter PR03 deficiencies noted
- Regulatory changes
- New PR59 “At-Risk” Report
- PR03 CDBG Activities Summary Report clean-up initiated
- New IDIS Analyst hired
- IDIS clean-up efforts (HBDI/SFHR/LOAs) continued
- Initiated LSS Green Belt Project
- Meetings and Technical Assistance/Training provided to program staff
- Implemented Interim IDIS QA Process
- Evaluated Interim QA Process Data

MEASURE - BASELINE MEASUREMENTS

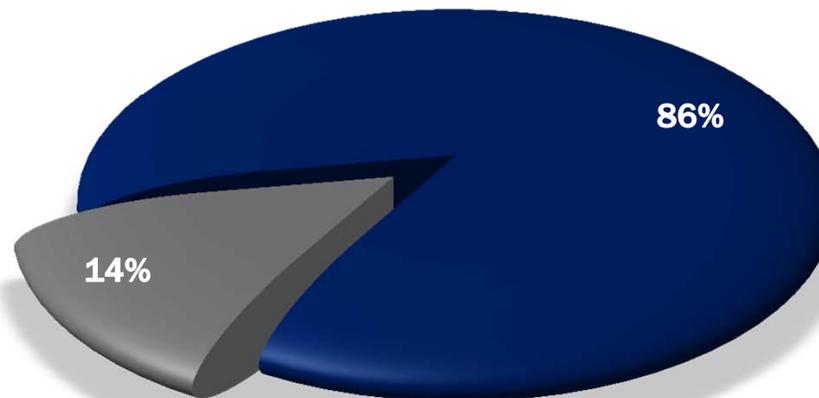
August 2014 IDIS PR03 Report Excerpt

PGM Year:	2013				
Project:	0011 - Houston Public Library Mobile Express				
IDIS Activity:	11591 - B - MOBILE LIBRARY				
Status:	Open			Objective:	Create economic opportunities
Location:	2999 S Wayside Dr Houston, TX 77023-6016			Outcome:	Availability/accessibility
				Matrix Code:	Public Services (General) (05)
Initial Funding Date:	04/29/2014		National Objective:	LMA	
Description:					
THIS PROGRAM ALLOWS HPL TO PROVIDE TECHNICAL TRAINING, LITERACY PROGRAMS, WORKFORCE DEVELOPMENT TRAINING, BASIC LIBRARY SERVICES AND EXPAND OUTREACH IN COMMUNITY DEVELOPMENT NEIGHBORHOODS IN HOUSTON.					
Financing					
Grant Year	Grant	Fund Type	Funded Amount	Drawn In Program Year	Drawn Thru Program Year
Pre-2015		EN	\$96,526.44	\$42,636.05	\$42,636.05
		PI	\$2,255.56	\$0.00	\$0.00
Total			\$98,782.00	\$42,636.05	\$42,636.05
Proposed Accomplishments					
People (General) :			7,250		
Total Population in Service Area:			285,142		
Census Tract Percent Low / Mod:			65.1		
Annual Accomplishments					
Years	Accomplishment Narrative				
2013	The Houston Public Library through Mobile Computer Laboratory has a presence in the areas where residents with low and moderate income persons reside. The services include, but are not limited to Technical Training, Literacy Programs, Workforce Development and Outreach. These services provide a valuable benefit to individuals with low-and moderate incomes, who in most cases would not be able to receive similar services any other way. The Houston Public Library partnered with educational institutions, faith based organizations, non-profit and governmental entities to accomplish their goals in providing these services to the underserved communities. During this grant period of February 1, 2014 - June 30, 2014 the program served 2964 eligible clients.				

MEASURE - BASELINE MEASUREMENTS

August 2014 PR03 Report

■ Open Projects without Errors ■ Open Projects with Errors



ANALYZE - VOICE OF THE CUSTOMER

Interview Results

PROGRAM AREAS

- Clear Instructions
- Technical assistance and/or training
- Feedback on completed actions

HCDD Finance

- Fully completed forms
- Accurately completed forms
- Timely submission of forms

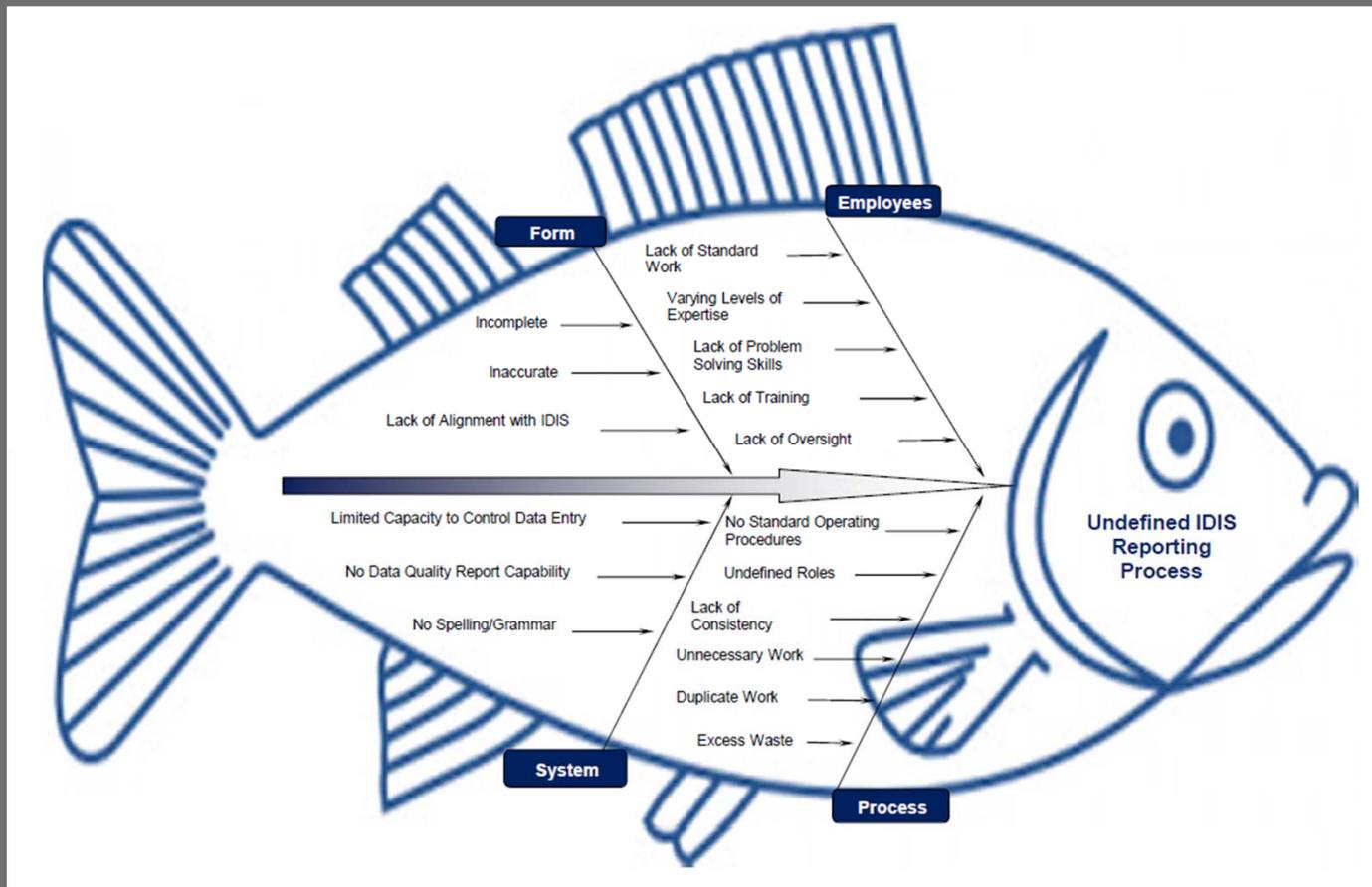
PGM

- Established policies and procedures
- Defined Roles
- Accountability/ownership
- Managed expectations
- Up-to-date forms
- Managed monthly SAP reports

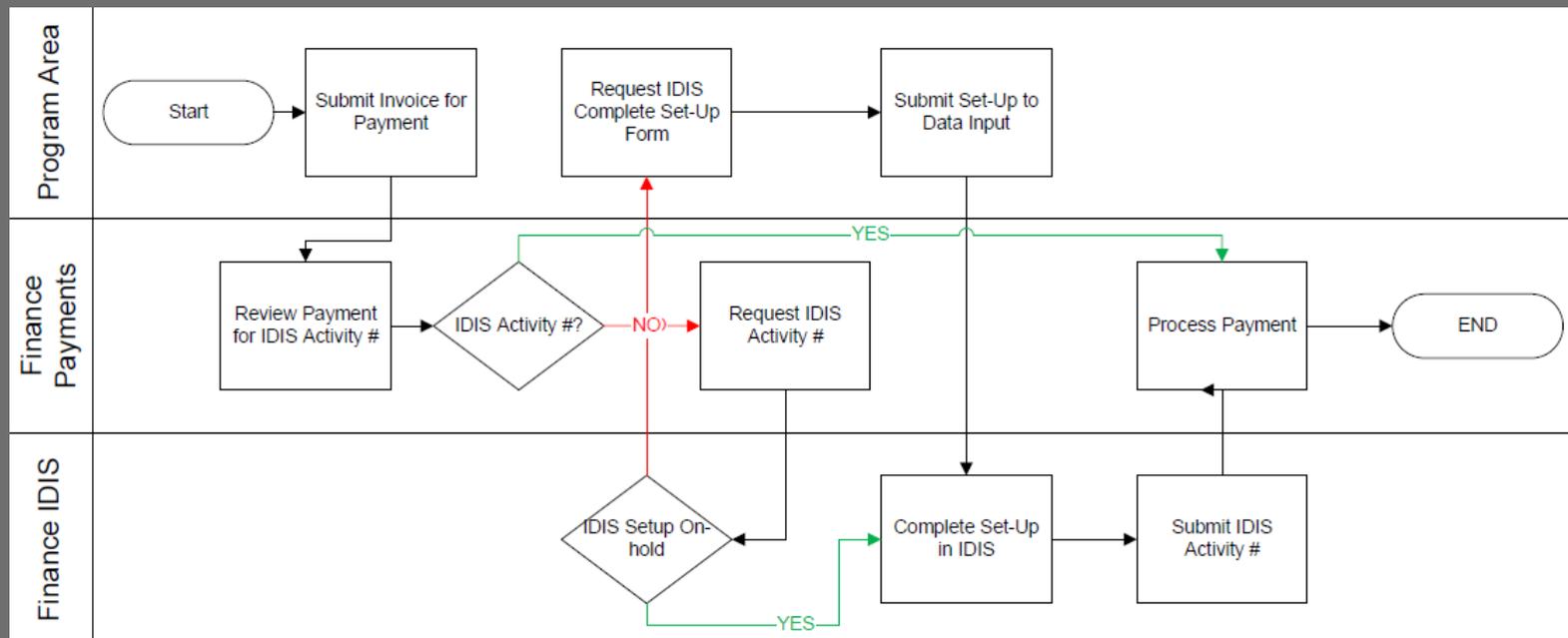
HUD

- Accurate and complete project information (Error free PR03 report)
- IDIS PR59 Report Appropriately Managed

ANALYZE – FISHBONE DIAGRAM



ANALYZE - "AS-IS" PROCESS MAP



Waste: Defects, Waiting Time, Rework, Over Processing

ANALYZE (IMPROVE) – INTERIM QUALITY ASSURANCE PROCESS

- Routed IDIS set-up, completion, and accomplishment reporting through Planning and Grants Management for quality assurance
- Redesigned data collection forms for interim use
- Provided individual and team technical assistance and training to program areas
- Increased oversight of data entry functions performed by Finance Division

ANALYZE – QA PROCESS DATA COLLECTION

Error Distribution														
Submission Period to Finance														
Activity Name	June 2015			July 2015			August 2015			IDIS Funded Amount	Finance Submission Date	Total Errors	Review Time	Date received by GM
	1 - 10	11 - 20	21 - 30	1 - 10	11 - 20	21 - 31	1 - 10	11 - 20	21 - 31					
Shifa USA Abused Women and Children's Center Accomplishment Info for PY 2014 - IDIS#11356	1									\$1,110,026.56	6/8/2015	1	1	5/18/2015
Village Learning Center IDIS Closeout Form for PY 2014 - IDIS #11707	1									\$3,000,000.00	6/8/2015	1	1	5/21/2015
Johnson & Johnson Activities Adult Day Care Accomplishment Data for PY 2014 - IDIS#11313	1									\$1,240,000.00	6/8/2015	1	1	5/18/2015
Reminder for Automatic Doors (#11701)		3								\$0.00	6/16/2015	3	2	4/2/2015
Pinnacle Senior Center of Fort Bend County #11311		1								\$569,814.44	6/17/2015	1	1.5	6/2/2015
IDIS Close-Out-St. Monica Food Pantry (#11255)			3							\$1,093,702.27	6/25/2015	3	2	6/15/2015
Central Care Community Health Center(#11592)			2							\$1,134,457.63	6/29/2015	2	1	6/24/2015
HIV-AIDS Education (IDIS #11577) close out				2						\$193,707.84	7/1/2015	2	0.75	6/30/2015
Re-Entry Program (IDIS #11581) close out				2						\$99,985.21	7/1/2015	2	0.75	6/30/2015
Multifamily IDIS Accomplishment Data - Houston Heights Tower (IDIS#11342)				2						\$10,185,748.92	7/6/2015	2	1.75	6/29/2015

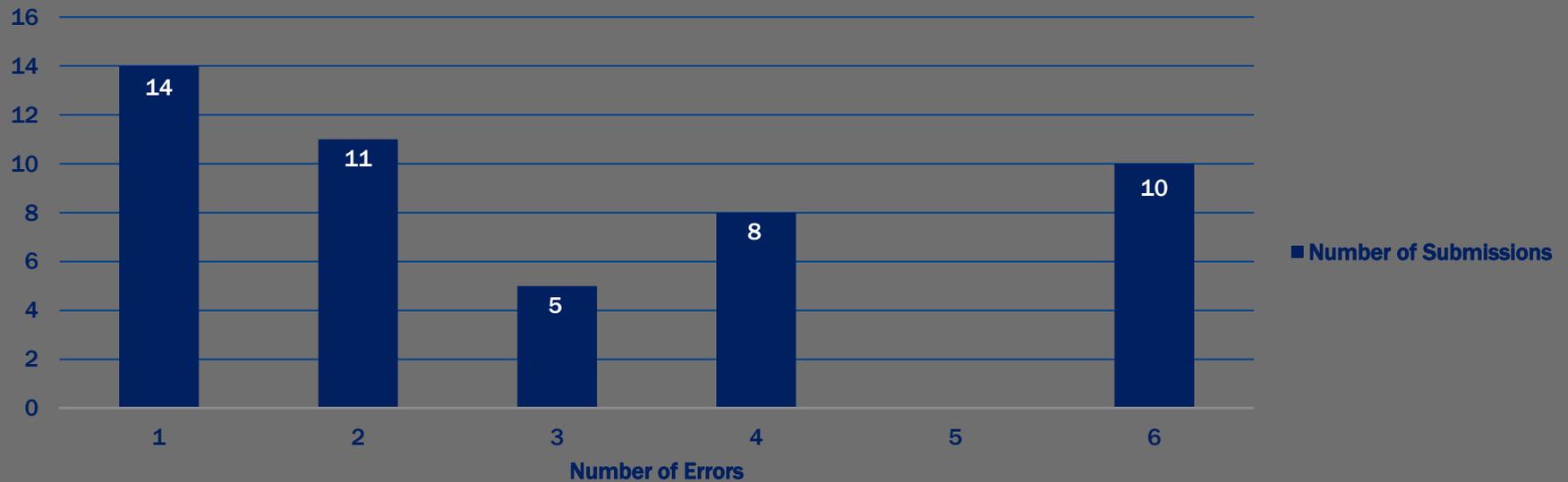
ANALYZE – DATA SUMMARY

Trial Period Data Collection Results

- 75 Items Submitted for Review During Test Period
- 48 Items Contained at Least One Error
- 143 Total Errors within the 48 Items Submitted
- 64% Submission Error Rate
- 100% Error Resolution Prior to Entry into IDIS

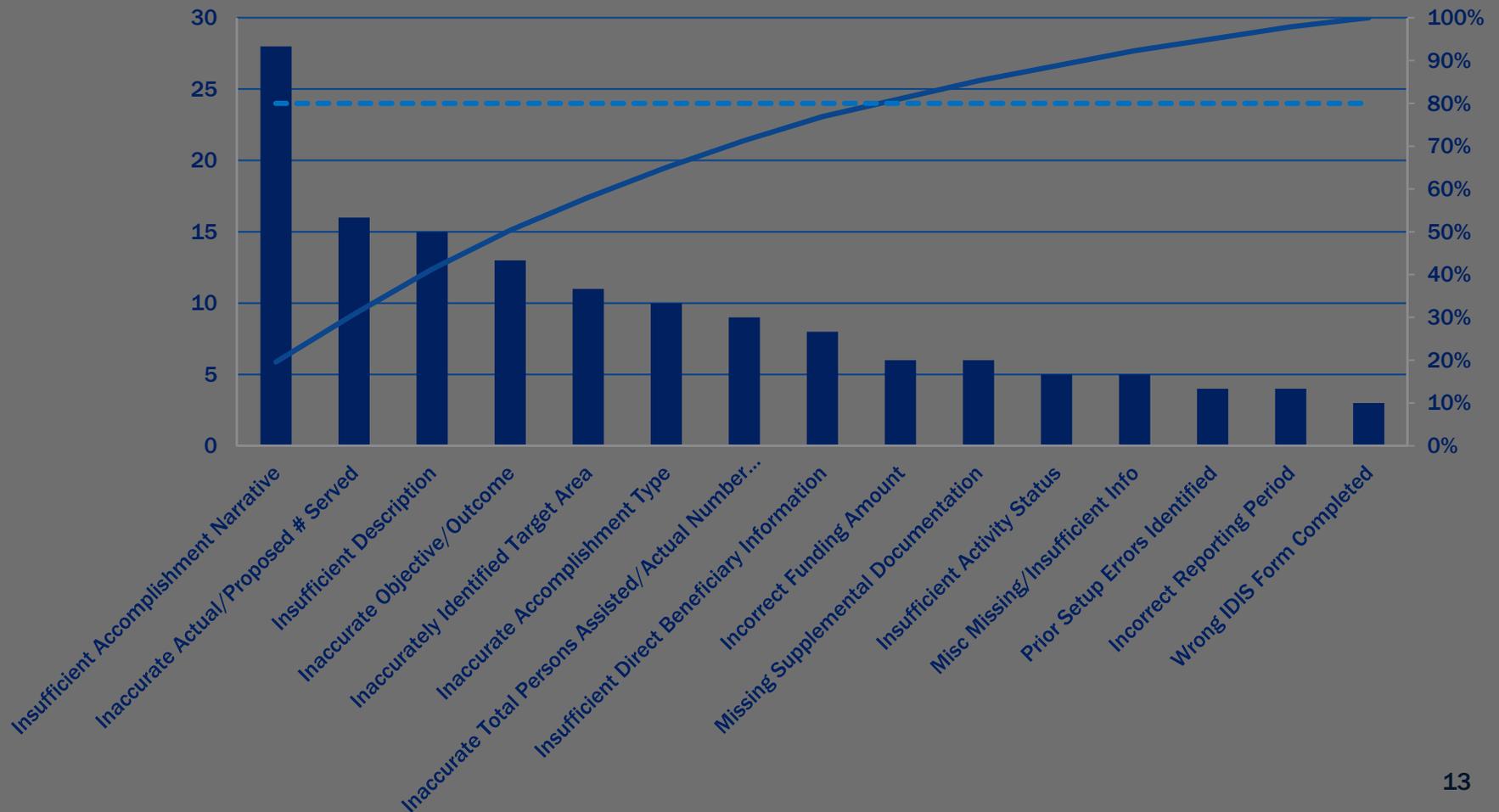
ANALYZE - HISTOGRAM

Set-Up, Completion, and Accomplishment Reporting Submission Errors

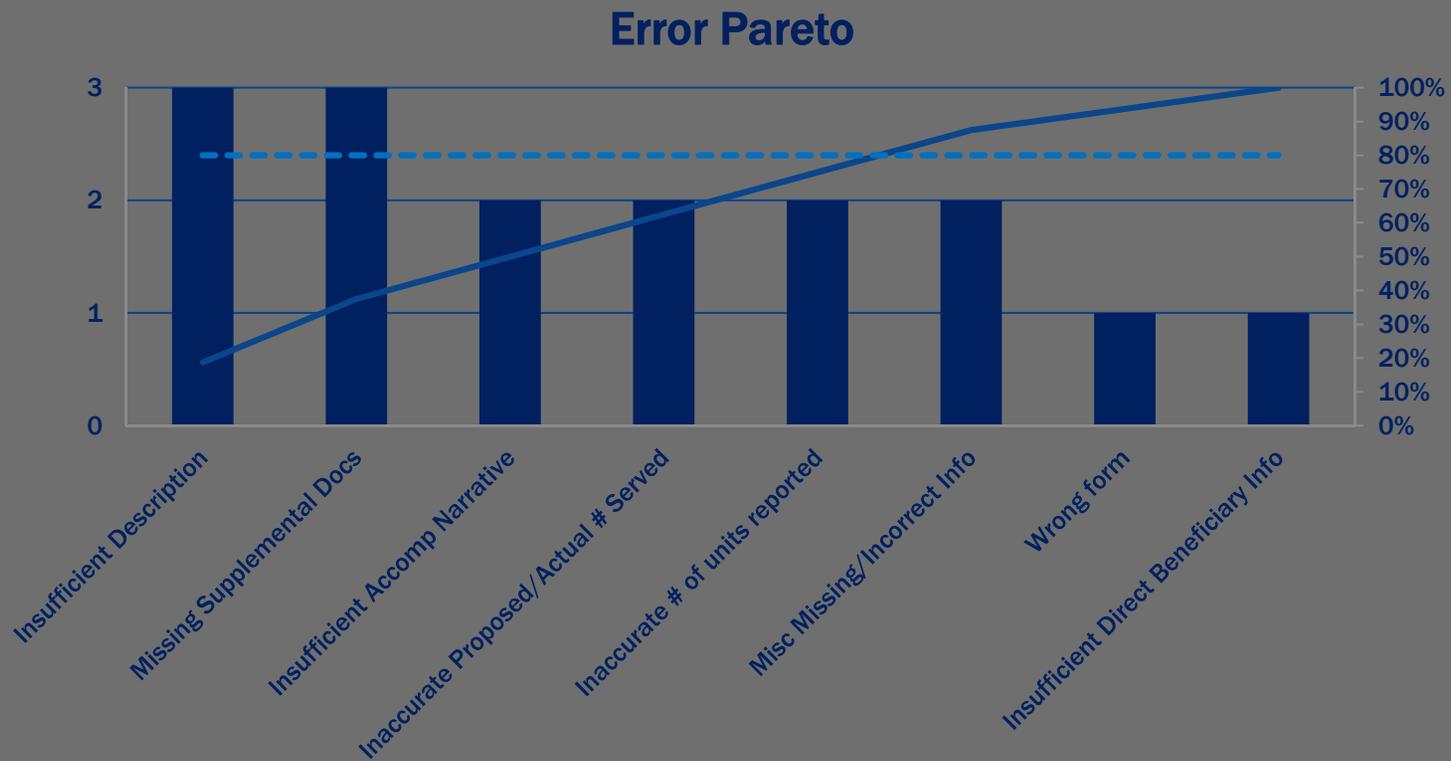


ANALYZE – TRIAL PERIOD

Error Pareto



ANALYZE – POST TRIAL PERIOD

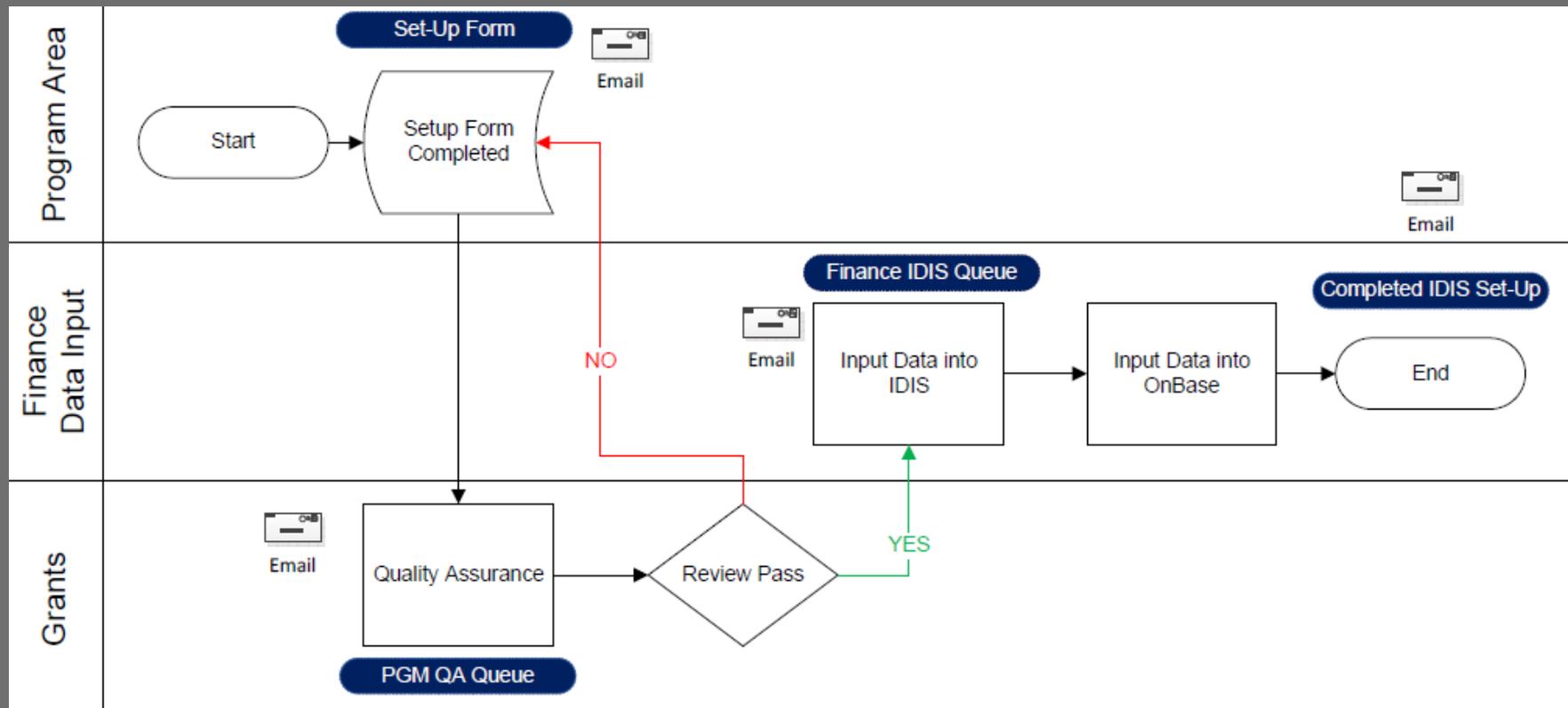


IMPROVE – ERROR RATE REDUCTION

Post Trial Period Submission Error Rate Reduced by **11%**

Open Items with Errors Reduced by **59%**

IMPROVE - FUTURE STATE PROCESS MAP



IMPROVE – IDIS DATA INPUT SCREEN EXCERPT

***National Objective:**
LMC - LOW/MOD LIMITED CLIENTELE BENEFIT

Proposed Accomplishments

***Accomplishment Type**
01 - People (General)

*Program Year	*Proposed Count
2014	800

Performance Goal

***Performance Objective: (tip)**
Create suitable living environments ▼

***Performance Outcome: (tip)**
Availability/accessibility ▼

IMPROVE – EXISTING FORM EXCERPT

Proposed/Actual Accomplishment Data: _____
 01 – People; 04 – Households; 08 – Businesses; 9 – Organizations; 10 – Housing Units; 11 – Public Facilities;
 13 – Jobs

Proposed Number Served		Actual Number Served	
NATIONAL OBJECTIVE (Place "X" by the appropriate category)			
	Low-Mod Area Benefit (LMA)		Low-Mod Limited Clientele Benefit (LMC)
	Low-Mod Housing Benefit (LMH)		Low-Mod Job Creation/Retention Benefit (LMJ)
	Slum/blight Area Benefit (SBA)		Slum Blight Spot Basis (SBS)
OBJECTIVE		OUTCOME	
Place "X" by the appropriate category		Place "X" by the appropriate category	
	Create suitable living environments (Applies to activities that benefit communities, families, or individuals by addressing issues in their living environment.)		Availability/accessibility (Applies to activities that make services, infrastructure, housing and shelter available and accessible. Note – accessibility does not refer only to physical barriers.)
	Provide decent affordable housing (Applies to housing activities that meet individual family or community needs. This objective should not be used for activities where housing is an element of a larger effort.)		Affordability (Applies to activities that provide affordability in a variety of ways. It can include the creation or maintenance of affordable housing, basic infrastructure hookups, or services such as transportation or daycare.)
	Create economic opportunities (Applies to activities related to economic development, commercial revitalization, and job creation.)		Sustainability (Applies to activities that promote livable or viable communities and neighborhoods by providing services or by removing slums or blighted areas.)

IMPROVE – NEW ONBASE FORM TEMPLATE

National Objective	
Low-Mod Limited Clientele Benefit (LMC)	
AccomplishmentType	
01-People (General)	
Program Year	Proposed Count
2014	800
Performance Goal Objective	
Create suitable living environments (Applies to activities that benefit communities, families, or individuals by addressing issues in their living environment.)	
Performance Goal Outcome	
Sustainability (Applies to activities that promote livable or viable communities and neighborhoods by providing services or by removing slums or blighted areas.)	

CONTROL – METHODS

OnBase:

- Automated Notifications
- Automated Reminders

Technical Assistance/Training

Monthly/Quarterly Meetings:

- Increased Accountability
- Review OnBase “No Action” Report

Staff realignment

NEXT STEPS

Phase 2:

Replicate implementation of OnBase automated process elements for all IDIS data input functions and activity types.

Phase 3:

Realignment of staff performing IDIS Set-Up, Completion, and Accomplishment Reporting functions in IDIS.

- Time Study
- Create Job Descriptions
- Hire/Transfer Staff
- Train Staff (create subject matter expertise)

Questions?