

Proposal for Arkansas Coronavirus Relief Fund Submitted by Arkansas Department of Public Safety

To Reimburse the Arkansas State Crime Lab for costs of personnel assigned to Department of Health for COVID testing

AND

To Reimburse the Arkansas State Police Uniformed Health Plan for Costs incurred during the Pandemic

AND

To Fund Expansion and Automation of IT/Licensing Systems

Total Funding Request: \$757,016

Reimbursement the Arkansas State Crime Lab Summary

Early into the COVID-19 Pandemic, the Arkansas State Crime Laboratory assigned personnel to the Arkansas Department of Health to assist with setting up testing and processing samples of the virus. Attached to this proposal is a detailed analysis of the personnel costs. for salary and matching of time that Crime Lab employees spent helping Department of Health initially with COVID testing and lab processing

Total Cost: \$ 57,416.53

Expansion and Automation of IT/Licensing Systems Summary

Early into the COVID-19 Pandemic, the Arkansas State Police Division and the Crime Victims Reparations Board of the Arkansas Department of Public Safety modified operations as much as possible to reduce person to person contact in hopes of slowing the spread of the Coronavirus. Some sections within the Department were better able than others to modify operations due to their ability to accept applications and background checks electronically. This was not the case for the Used Motor Vehicle Dealer Licensing Section (UMVD), the Private Investigator, Security Guard, Alarm Company Licensing Section, the State Fire Marshal's Office, and the Crime Victims Reparations Board. The current IT/licensing/application systems for these areas are not capable of accepting on-line or electronic submissions of applications. The current systems force us to either be closed and not serve the public or conduct business face to face and risk exposure to the Coronavirus.

The system for the Arkansas State Police Regulatory Division being proposed is a licensing system known as "Software-as-a Service (SaaS)", which incorporates an Enterprise Licensing Platform (ELP). This is the same system currently being used by the Arkansas Department of Labor and Licensing. ELP is intended to provide a unified licensing experience for Arkansans. ELP is also designed to provide self-service tools for ASP/DPS employees to manage license processes, which will decrease the cost and time needed to make changes to the system in the future. The system includes modules for business and professional licensing with workflows to manage applications, issuance of licenses, and payment processing. This will allow the operation to be truly automated. The public will be able to submit applications and payments electronically, virtually eliminating the need for face-to-face contact and significantly reducing the likelihood of spreading the Coronavirus. This proposed system could lead to the ability for additional staff to work remotely, should the need arise. While the most important benefit of the proposed system is health related, it is important to note that there are at least two other almost equally

important benefits. The system will allow for more efficient operations, possibly allowing staff to take on responsibilities in other areas of the Division. Accuracy should improve and errors should decrease due to less manual data entry on the part of Division staff. It is reasonable to expect applications to be processed in a timelier manner. The proposed system will be CJIS (Criminal Justice Information System) compliant so the processing of criminal history information will not be an issue. Since ELP can be adapted to various licensing needs, it has the potential to be used for our Concealed Handgun Carry License (CHCL) program.

Estimated Costs: \$597,000.00 (Implementation and first year of operation, including CJIS compliance). Annual costs include \$10,000.00 per license (\$30,000.00 for UMVD, Fire Marshal, and PI/Security & Alarm Company Licensing) and "foundation fee" of \$100,000.00. The "foundation fee" could be lower depending on the number of State agencies that use ELP.

The system for the Arkansas Crime Victims Reparations Board being proposed is an application/workflow system. This system will include a secure portal for crime victims to apply for benefits online and check the status of their applications; creation of forms to send to request documents; creation of multiple user groups; functionality to allow medical staff, law enforcement and funeral directors the ability to upload documents; and workflows for the review and approval process for the Arkansas Crime Victims Reparations Board. This will eliminate the manual process that is currently in place and allow the operation to be truly automated. As with the proposal above, the most important benefit of the proposed system is health related, but it is important to note that there are other equally important benefits. The system will allow for more efficient operations. Accuracy should improve and errors should decrease due to less manual data entry. It is reasonable to expect applications to be processed in a timelier manner. The proposed system will be CJIS (Criminal Justice Information System) compliant so the processing of criminal history information will not be an issue.

Estimated Cost: \$102,600.00

Process and Procedures for Payment:

For purposes of program integrity, the work performed as part of this agreement will commence immediately and all payments will be processed according to the applicable state laws and CARES Act requirements.

None of the expenses to be reimbursed under this proposal have been or will be reimbursed under any other federal program. To the extent that expenses are subsequently reimbursed under another federal program, funds disbursed from the Arkansas Coronavirus Relief Fund will be reconciled and recovered. Funds will not be disbursed from the Arkansas Coronavirus Relief Fund if sufficient funding is disbursed from another federal program to reimburse the expense.