

**Minutes of Meeting
Georgia Commission on Child Support
Calculator/Technology Committee
December 17, 2014**

Present:

Ms .Wendy Williamson, Chair (via teleconference)
Ms. Deborah Johnson, Atlanta Legal Aid (via teleconference)
Mr. Ryan Bradley, Policy Paternity Unit, DCSS (via teleconference)
Mr. Scott Harlan, Associate IT Director, Georgia Tech Research Institute (via teleconference)
Ms. Liz Schriber, Policy Specialist, DCSS (via teleconference)
Representative Timothy Barr (via teleconference)
Ms. Pat Buonodono, staff attorney (via teleconference)
Ms. Elaine Johnson, staff
Mr. Bruce Shaw, staff

- I. Welcome and Introductions
- II. Review/Approval of Minutes of Last Meeting
 - a. 11/3/2014

Deborah Johnson moved to approve the minutes from the November 3, 2014 meeting, Representative Barr seconded the motion. The motion carried unanimously.

- b. 11/12/2014

Scott Harlan moved to approve the minutes from the November 12, 2014 meeting, Ryan Bradley seconded the motion. The motion carried unanimously.

- III. Old Business
 - a. Direction going forward

Patricia Buonodono stated that after discussions with committee members Judge Davis and Scott Harlan that the best path forward was to develop a web based calculator while maintaining the Excel version for another two to three years and thereafter until it becomes economically infeasible. Deborah Johnson stated that she felt comfortable with this direction given that it provides an adequate window for implementation while still having the Excel calculator as a fallback option.

Wendy Williamson stated her concern of the Excel calculator not lasting three years without a major overhaul. She then solicited Scott Harlan's opinion to which he stated that there couldn't be a 100 percent assurance of it not failing but it was very likely to not be a problem. This slower transition into a web based calculator will allow the committee to test the waters of the public's inclination and the state's technology infrastructure.

Deborah Johnson moved to adopt the recommendation to move away from a web-based and downloadable calculator tandem and forward with bidding out a web-based calculator while continuing the maintenance of the Excel calculator for two to three years and afterwards for as long as feasible. Scott Harlan seconded the motion, the motion carried unanimously.

b. Bid Documents

1. Requirements Document

A rough draft to a new requirements document was drafted by Scott Harlan and revised by the committee at this meeting. The requirements document with revisions is attached to these minutes (appendix A).

Deborah Johnson moved to approve the requirements document as amended. Scott Harlan seconded the motion, the motion carried unanimously.

2. All other documents

All other documents are to remain the same with the exception of the bid schedule.

c. Bid Schedule

The schedule for the bid process is as follows:

Pre-bid meeting: January 15, 2015 at 10:00 a.m. located at the Administrative Office of the Courts,
244 Washington Street, SW, Suite 300, Atlanta, Georgia 30334

Deadline for questions and letters/emails of intent: January 23, 2015

Deadline for bid proposals: February 3, 2015

Selection date: February 17, 2015

IV. New Business

a. Pen & Paper Standard Worksheet.

Elaine Johnson stated that due to calculations almost always being incorrect when the form is utilized, she recommended that form be taken off the website. Deborah Johnson proposed for there to be more of warning that the EZ worksheet is only intended for a specific class of people and not for general use.

Removing the Pen & Paper Standard Worksheet from the Georgia Commission on Child Support's website was approved by unanimous consent.

V. Close of meeting and scheduling of next meeting

The next meeting will be scheduled at a later time.

The meeting adjourned at 4:06 p.m.

Appendix A – Requirements Document

Georgia Child Support Commission – Web Based Child Support Calculator

1. Worksheet

- a. Create an official, statewide child support calculator that tracks the child support statute including any amendments made by the 2015 legislature (O.C.G.A. § 19-6-15, et seq.), word for word and step by step. This calculator worksheet should have a look and feel that is similar to the existing Excel version.
 - i. Should capture user who created worksheet
 - A. This information should not be printed on the final form
 - ii. Should free form prompt “Submitted by” field
- b. Shareable with other users/lawyers via a unique and one time free form email link (for a specific time period after worksheet is first opened (user chosen – one day, one week, one month)), or internally within the app.
 - i. Shared permission should also have starting version number; shared user cannot see versions created before they were granted access to worksheet.
 - ii. Shared permissions should have the option to be set to either Read Only or Full Access.
 - iii. Email should be generated by the system.
 - iv. AOC will provide SMTP smart host.
- c. ~~The parties~~ Users should be able to enter the parties’ pay and expenses as received or incurred, whether hourly, weekly, monthly, semi-monthly, bi-weekly, and the calculator should convert it to a monthly income amount as required by statute or Uniform Superior Court Rule.
- d. Schedule E should be formatted on lines 2(b) – 10 so that information may only be entered into a noncustodial parent’s column.
- e. User should be able at any point to create a new version of an existing worksheet. This should be programmed in such a way that other users/attorneys (who have permission to the worksheet) can see all future versions, but Judges/judicial employees can see only the submitted version of the worksheet.
- f. All versions should include date/time modified as well as user who made modifications.

2. Help

- a. Many of the end users will be pro-se litigants who will not have any experience with the worksheet. As such, the application should retain the "help" features that are present in the current Excel-based calculator.

3. Saving

- a. In general, the worksheet should be able to be saved by the end user at any point. Additionally, the application should be designed in such a way to include multiple natural "save points" throughout the worksheet. This should be done in such a way that they are natural and do not break up the flow of the worksheet significantly (see worksheet completion time for related requirement).
- b. If possible, a save on a timer (after an hour of inactivity) should be utilized to help prevent the user login timeout from losing data.

4. Worksheet Completion Time

- a. While many users will be new to the system, there will exist a non-trivial number of users who are considered "expert users." They will enter data into the worksheet several times a day. As such, effort should be made to ensure that the worksheet can be completed by a competent user in roughly the same amount of time as the existing Excel version. Specifically, there should not be too many navigation points or break points that would cause an expert user to have to click around needlessly.

5. Reports

- a. The following reports will be required at a minimum:
 - i. Household income;
 - ii. Number of worksheets submitted;
 - iii. Number of worksheets in which income is imputed (both for the custodial parent and the noncustodial parent);
 - iv. Demographic information: county, number of children, number of pre-existing orders, number of “other qualified children,” etc.;
 - v. Amounts of deviations from presumptive child support amount.
 - b. Additional reports may be required, but shall not exceed 10 additional reports
6. User Tasks and Maintenance
- a. There should be several different types of users: Judges and Judicial Employees, Attorneys, Attorney Staff, DCSS, Self-Represented Litigants, and System Administrators.
 - b. Judicial Employee
 - i. Judge and Judicial employee accounts must manually be created by either a System Administrator or other Judicial Employee (ie, no self-enrollment).
 - ii. Can only view submitted worksheets within that county or circuit.
 - iii. Search by:
 - 1. attorney's name
 - 2. either party’s first and last name
 - 3. children’s first and last name
 - 4. Civil Action File Number (search for Civil Action File Number should accept partial matches).
 - c. DCSS
 - i. Access to all DCSS created worksheets
 - ii. DCSS users should be linked to O365 AD user credentials
 - iii. Create New Worksheets
 - iv. Save Worksheet
 - v. Create New Version of Existing Worksheet
 - vi. View and Revert to Previous Worksheet Version
 - vii. Erase a Worksheet that has never been submitted
 - viii. View list of past Worksheets
 - ix. Print Worksheet to PDF
 - x. Modify Existing Worksheets
 - 1. To include a modification of a previously submitted child support worksheet
 - xi. Share a Worksheet with other User or Attorney (either by email link or directly in web app with internal notification to new user)
 - xii. Submit a Worksheet to the Court
 - xiii. Search for worksheet they have permission to access by:
 - 1. Attorney's name
 - 2. Either party’s first and last name
 - 3. Children’s first and name
 - 4. Civil Action File Number (search for Civil Action File Number should accept partial matches) within that county or circuit.
 - d. Attorneys
 - i. Can self enroll
 - ii. Required Bar number (do not have to validate)
 - iii. Create New Worksheets
 - iv. Save Worksheet
 - v. Create New Version of Existing Worksheet

- vi. View and Revert to Previous Worksheet Version
 - vii. Erase a Worksheet that has never been submitted
 - viii. View list of past Worksheets
 - ix. Print Worksheet to PDF
 - x. Modify Existing Worksheets
 - 1. To include a modification of a previously submitted child support worksheet
 - xi. Share a Worksheet with other User or Attorney (either by email link or directly in web app with internal notification to new user)
 - xii. Submit a Worksheet to the Court
 - xiii. Search for worksheet they have permission to access by:
 - 1. attorney's name or bar number
 - 2. either party's first and last name
 - 3. children's first and last name
 - 4. Civil Action File Number (search for Civil Action File Number should accept partial matches) within that county or circuit.
- e. Attorney Staff
- i. Linked to an individual Attorney
 - ii. Holds same permissions as Attorney does to individual worksheets
 - iii. Same tasks as Attorney
- f. Support and other professional services
- i. Can self-enroll
 - ii. Create New Worksheets
 - iii. Save Worksheet
 - iv. Create New Version of Existing Worksheet
 - v. View and Revert to Previous Worksheet Version
 - vi. Erase a Worksheet that has never been submitted
 - vii. View list of past Worksheets
 - viii. Print Worksheet to PDF
 - ix. Modify Existing Worksheets
 - 1. To include a modification of a previously submitted child support worksheet
 - x. Share a Worksheet with other User or Attorney (either by email link or directly in web app with internal notification to new user)
 - xi. Submit a Worksheet to the Court
 - xii. Search for worksheet they have permission to access by:
 - 1. attorney's name or bar number
 - 2. either party's first and last name
 - 3. children's first and last name
 - 4. Civil Action File Number (search for Civil Action File Number should accept partial matches) within that county or circuit.
- g. Self-Represented Litigants
- i. Self Enrollment
 - ii. Create New Worksheets
 - iii. Save Worksheet
 - iv. Create New Version of Existing Worksheet
 - v. View and Revert to Previous Worksheet Version
 - vi. Erase a Worksheet that has never been submitted
 - vii. View list of past Worksheets
 - viii. Print Worksheet to PDF
 - ix. Modify Existing Worksheets

1. To include a modification of a previously submitted child support worksheet
 - x. Share a Worksheet with other User or Attorney (either by email link or directly in web app with internal notification to new user)
 - xi. Submit a Worksheet to the Court.
 - h. Common Features Between Accounts
 - i. 24 hour timeout after user ~~login~~ inactivity
 - ii. Self Service Reset Password (except DCSS accounts that are linked to AD)
 - iii. Email Address as user name for all but DCSS users
 - iv. Email Address must be changeable/updatable.
 - v. All users should be able to print to PDF
 - i. AOC Administration
 - i. Create New Administrator
 - ii. Assign User Security
 - iii. Set up Judicial Staff
 - iv. Update Basic Child Support Obligation Table
 - v. Update Self-Employment Tax Rate
 - vi. Option to purge data based on a given submitted date.
 - vii. Reset user passwords
7. Testing
 - a. The application to be provided by the bidder must include internal testing by the vendor of the calculator as well as allow for a beta test period of at least one month by the AOC.
 - b. Must pass an independent security review and assessment of Web Application and complete any remediation steps.
 - i. Child Support Commission will select and pay for independent security company
 - ii. Remediation steps can be discussed and negotiated with the Child Support Commission Technology Committee, however any decisions of the Committee will be final.
8. Technical Requirements
 - a. Computer will be a *nix server running Apache
 - b. The web application should not include anything that would restrict the use of a load balancer
 - c. Database will be either MySQL or Oracle (Selected Bidder's Choice)
 - d. Bidder may select language/technology used to program web application, but all choices should be specified in the bid.
9. Usability Requirements
 - a. Must be 508 compliant and complete VPAT document
 - b. Website must be designed to be responsive to different devices and resolutions
 - c. Must support Mozilla Firefox (33+), Google Chrome (39+), Apple Safari (8+), and Microsoft Internet Explorer (10+) equally on Windows 7+ and Mac OSX 10.10+ as well as Mobile Chrome on Android tablets and Mobile Safari on Apple tablets
 - d. Multi Language Support
 - i. Vendor will include selection for English and Spanish as the default language upon user signup. Depending on the choice, the user will see all website text in selected language. Vendor should provide a court certified translator for all text that is approved by the AOC.
 - ii. Application should have the ability to easily add additional languages.
 1. No admin panel for adding additional languages is needed; this would be added as a cooperation between the vendor and AOC.
 - e. Web Application testing must be completed on the following devices/platforms

- i. All browsers listed above and resolutions as low as 1024x768 and as high as 1920x1080 on:
 1. Windows 7
 2. Mac OSX 10.10.x
- ii. Retina iPad
- iii. Google Nexus Tablet or Samsung Galaxy Tab

10. Worksheet Printing

- a. All final worksheets should be exported to a PDF document for printing.
- b. Regardless of which language the user chooses as their "default language," all forms should be printed in English
- c. All Text fields in the worksheet should be printed ~~in upper case letters~~ in Arial 10 point font.
- d. The paper end product must be acceptable for filing in any Georgia Court and have the style of the case, page numbers, civil action and other types of case numbers, and submitting party's name on each page.
- e. The paper end product should look similar in structure to the current forms; any changes thereto must be approved in advance by the Georgia Commission on Child Support or its authorized designees.
- f. The calculator must produce a document for filing with the clerk of court that consumes the least amount of paper necessary to reflect all relevant information entered by the parties in calculating the proposed or final child support amount. Printed forms must maintain at least one-half inch (1/2") margins.
- g. Printed Date and time should be included in each printed page
- h. Print function should default to all relevant (used) schedules of the worksheet with the option to unclick (and not print) any individual schedules.

11. Costs, Ownership, and Delivery

- a. All technology choices should be based on non-proprerty software. There should be no additional licensing cost associated with the vendor technology choices (outside of the Server OS and Database maintenance).
- b. The selected Bidder's contract will require that the Commission owns all data rights, source codes, copyrights and intellectual property covered by the resulting contract.
- c. There are to be no end user costs or per user costs to the AOC.
- d. Project must be fully implemented, operational, and available for use by the public no later than September 1, 2015. This includes all pilot user tests (to be run for at least a month before delivery) as well as the required Security Testing and remediation.
- e. Bidder must assist Commission staff in developing training material and a training class for the new calculator.