Community and Economic
Development Association of Cook County

CEDA INFORMATION TECHNOLOGY

Exhibit X- Business and Functional Requirements Document

Project/Initiative: Centralized Customer Relationship Management/Case Management System

April 29, 2022

Version Final

Date	Version Number	Document Changes
11/22/2021	0.1	Initial Draft Template – Rajeev Kumar
11/29/2021	0.5	Executive Summary, objectives, background, business drivers etc. - Rajeev Kumar
12/6/2021-12/10/2021	1.0	1st iteration of functional and business requirements, sample workflow-Rajeev Kumar
12/2021	1.1	Weatherization additions
1/28/2022	1.2	Energy Additions
2/18/2022	1.4	Outreach Additions
2/18/2022	1.5	Fundraising Additions
2/23/2022	1.6	FSACE Additions
3/11/2022	1.7	Consolidated document
3/22/2022	1.8	All input collected
4/8/2022	2.0	Final Document
4/29/2022	Final	Issued Document

1 Document Revisions

2 Executive Summary

The Community and Economic Development Association of Cook County (CEDA) is the largest Community Action Agency in the State of Illinois. It is CEDA's mission to work in partnership with communities to empower individuals and families to achieve self-sufficiency and improve their quality of life.

CEDA works with the State of Illinois's Department Commerce and Economic Opportunity (DCEO) to help Illinois families access and afford home energy assistance and other essential services. Building on the State's Low-Income Home Energy Assistance Program (LIHEAP), Illinois Home Weatherization Assistance Program (IHWAP), and the Community Services Block Grant (CSBG) program, the State's budget authorizes an expansion of the LIHEAP and CSBG programs for eligible Illinoisans seeking assistance to cover costs of utility bills, rent, temporary shelter, food, and other household necessities.

To assist the State of Illinois and to ensure that eligible Illinois families do indeed get the necessary assistance under the LIHEAP and CSBG programs, CEDA is undertaking an exciting opportunity to build a centralized case and customer relationship management system to help the agency provide effective services, manage its clients, and streamline the assistance eligibility process under these State of Illinois Programs. CEDA feels it is necessary to build such a centralized system to effectively manage its expanded case load of individuals and families seeking assistance. Such a system will allow CEDA to maintain a centralized repository whereby CEDA and all applicants (through a self-service portal) are easily able to track their application status as they navigate through the eligibility for Local, State and Federal aid. CEDA will be able to assist the Illinois families through the application process and approve or deny their eligibility under these programs. CEDA will also be able to pull up and identify missing documentation for applicants and effectively provide the applicants up to date and relevant information and as such provide the Illinois families, excellent customer service.

Such a system will provide tremendous value to CEDA and all applicants seeking the aid and thus indirectly provide value to the Help Illinois Families Programs that the State wishes to assist. CEDA has created multiple in-house disparate systems to assist Illinois families, however each of these systems is not cross functional, cannot share information and are limited providing comprehensive assistance to the families. There is a significant ROI to the State and to CEDA if such a centralized system is implemented. Most prominent amongst this is the streamlining of the eligibility criteria for an applicant. Currently, unfortunately, there are many iterations to qualify an applicant and thus the “barrier to entry” is difficult and results in many an ineligible applicant. Furthermore, there is no way of checking and cross referencing an applicant that may be eligible to other CEDA and DCEO programs.

3 Introduction

3.1 Project Summary

3.1.1 Objectives

[These should describe the overall goal in developing the software, high level descriptions of what the software will do, how they are aligned to business objectives of CEDA, and the requirements for interaction with other systems or areas and programs within CEDA.]

The overall goal of this system is for CEDA to build and maintain a central repository to manage its case load and to provide excellent customer service to its constituents, thereby facilitating for the "action" in a "community action agency". It is proposed that the selected vendor build this system in two phases due to time constraints. The first phase should address the business requirements of both LIHEAP (Energy Services) and Weatherization (IHWAP) and the second phase would address the additional requirements of Outreach, FSACE and other CEDA departments. CEDA is requesting that the proposals, scope, pricing, and timelines be submitted as such. Specific functional requirements are broken down as such in this document.

Deliver a case and customer relationship management system that allows CEDA to create a centralized online customer case database that provides CEDA and the customer with status on their application, informs them of additional services they qualify for, and leads to an easier path to approval.

- Allow for our call center, partner intake staff, outreach/communications staff , and application processing staff to utilize one system to help serve the customer needs and identify the documents they require to fulfill state mandated documentation requirements
- Avoid duplication and errors in data entry between applications for assistance and reduce time to provide information to State
- Support searching an application by customer name and other information
- Secure Personally Identifiable information in this system by encrypting and "for your eyes only" segmented security
- Allow customers to directly upload documents in support of application, encrypt those documents in the system
- Provide for a customer registration option with login credentials exclusive and secured for customer
- Provide customer self service as a workflow in system so system guides customer based on their answers
- Provide alternative CEDA programs to customer to consider based on their qualifications and question responses
- Create a customer portal for the services CEDA provides, accessible only to customer and CEDA personnel
- CEDA envisions the system to work under a zero-trust security architectural model. The Department/Program Unit decides what information (if any) is viewable/shareable between other Departments/Program Units and no other information should be shared.
  There may be certain info that CEDA may wish or want to share amongst Program Units and Departments, but CEDA would like the individual owning Department/Program to decide this

- Allow for reporting dashboards, analytics and metrics based upon program, location, services provided, income level, assistance provided etc., including being able to track how clients came in CEDA whether via social, email sign-up, website, event flyer, partner toolkit, word of mouth referral etc.
- Create a function that allows clients or partner agencies to submit referral requests directly to the Program Teams and to the Outreach Team via the portal. We would like automatic follow up reminders to our customers
- Incorporating a plug in, will allow partners and, or clients to submit request for referral services to other CEDA programs as well as other community action agency services to help the customer qualify for aid.
- Segment the application portal to capture different sets of information under different CEDA programs, but have all information accessible to all CEDA departments, via departmental approval.
- Deliver a customer relationship management system that allows CEDA to track client relationships and related service / project status from the time of contact to completion of services and beyond should customer service issues arise. This includes recording communication from clients that come in from non-portal spaces, such as social media, shared inboxes, etc. Beyond the application, progress tracking of weatherization jobs is critical for the weatherization program.
- Create a secure contractor-facing portal to exchange project level data, upload documentation (including pictures), invoicing, checks, referrals to other agencies, vouchers for the vendors, and contracts for vendors.
- Allow CEDA field staff easier mobile access to their schedule and related project level information Allow external partners (ie Contractors, Partner Intake Sites, Call Center) to easily enter and update client data securely as well as exchange documentation with CEDA staff.
- Allow Outreach staff the ability to adjust branding as needed
- Ability to pin alert messages to the top of the portal, so CEDA can provide one-to-many messaging about issues that may drive high contact volume
- Allow clients to easily apply for multiple CEDA programs through the self-service portal without redundant document uploads and forms
- Allow Outreach staff to see only application status and next steps (it is crucial that this department not have access to customer PII) , so they can provide world-class customer support via social media and other digital avenues.
- CSRs including CEDA staff, outreach staff, and intake staff can review and add to comprehensive history of every CEDA/client interaction via phone, text messaging, email, and social media
- Includes a Knowledge Base that CSRs can use to consistently answer client questions. To include client-facing content, accessible via the portal, in order to improve self-service and deflect contacts from the call center.
- Portal available in multiple languages, including English, Spanish, and Arabic, Mandarin Chinese, Korean, and Polish.
- Portal features need to be available via desktop and mobile, including the ability for clients to upload mobile phone pictures of their documents.
- Allow for tracking mechanisms to identify client satisfaction
- Manage stakeholder relations including tracking gifts, grants, communication, and contact information Background
- Create a secure portal allowing staff to create an electronical file with case notes, customer assessments, family action plan (customer actions steps required), customer budgeting, referrals, voucher, and check request.

- Allow staff to access and place customers intake documents to another department's customers file.
- Allow the staff to send referrals to another agencies via email to address needs of the customers not provided by CEDA.

CEDA's new CRM strives to respond to the following existing challenges:

- No traditional centralized application for various CEDA Programs
- Disparate and broken systems and ad hoc reporting mechanisms
- Inadequate and inaccurate capture of information leading to significant denials for applicants
- high levels of errors across environments leading to increased rework due to lack of centralized system
- Multiple points of data extraction from one system onto other systems, data massaging and multiple points of data entry until final data entry, leading to natural human errors
- Improved database reliability is critical. Currently Weatherization heavily relies on SharePoint 2010, which is not supported by Microsoft and requires special care by CEDA's IT department. Energy Services and FsACE also rely on SharePoint 2016, which has its limitations, and is seeking a centralized database shared by internal staff and external partners. FsACE rely on Microsoft excel spreadsheet to track program expensive, customers service and customer's intake files.
- Inadequate project status tracking and project level fiscal tracking.
- No centralize communications platform for the organization to reduce redundant, unhelpful email and phone messages and efficiently communicate with clients.
- No centralized, sync able list of Partners in Service, corporate partners, individuals, volunteers, etc. for the Outreach team to leverage in communicating key program updates and overall organizational needs (I.e. fundraising, partnership).
- No connection between departmental systems to provide staff a clear understanding of what benefits a client has received, been offered, applied for, or been denied, making timely customer support challenging if not impossible
- Stakeholder data is stored across several databases and excel files

3.1.1.1 Business Drivers

- Customers are looking for faster updates to information on their application status and may not follow through or go to someone else if needs are not met.
    - Customers are looking for "one stop shop" in their eligibility for aid requirements and process to getting their benefits
    - CEDA is unable to qualify/requalify customers if they are eligible for other Programs. Customers do not want re-upload same documentation multiple times
    - CEDA requires a scalable solution to track its work in assisting impoverished communities
    - State's centralized application may be a few years away and thus State and CEDA suffer financial grant losses for not being able to serve their communities effectively
    - The disparate systems cause a haphazard collection of the customer experience leading to frustrations from the customer as to the services they are getting for CEDA. Legitimate customers slip through the cracks due to CEDA not being able to provide them adequate assistance in the application and approval process

- Effectively managing the customer "case" through its lifecycle helps CEDA serve the individuals and families to achieve self-sufficiency and improve their quality of life
- Inability to track the full life cycle of projects hampers audit readiness and endangers CEDA funding. CEDA spends an inflated amount of staff time and related costs to get clients benefits.
- CEDA has a strong focus on our internal language and has not successfully implemented client-first language across platforms and departments, leading to external confusion. There is a need to clarify language on the front end to make the process smoother and more understandable, especially for non-native English speakers and individuals with intellectual disabilities.

3.2 Project Scope

CEDA seeks to develop an updated and consolidated data portal to replace current systems that are aging, decentralized, and lack necessary functionality to best manage data. The purpose of developing a new relational data portal is to create a robust tool to best track client and job/project statuses, related information, spending by funding source, and to assist with client management, reporting, and planning for a variety of users and audiences on both single family and large multifamily projects. Consideration must be given for any necessary supplementation or duplication of the State of Illinois's WeatherWorks system in both its current and anticipated new format, the State of Illinois's LIHEAP.net and FsACE STARS database. CEDA Departments envision this project will be executed with input from involved CEDA staff and guidance from internal and external IT resources.

New and advanced funding to further meet our mission requires a system capable of reporting, monitoring programs across the organization as well as stakeholder relations and donations

3.2.1 In Scope Functionality

- Create platform portal to centrally capture Customer/Client information securely and inclusive of
  - Full legal name
  - income information
  - Program qualification information, such as
    - Do you live in the city or the suburbs?
    - Do you need help paying your gas, light, and/or water bills?
    - Are you a landlord/multi-family property owner?
    - Are you at risk of losing your home in the next X months?
    - Is your heating bill unusually high in the winter, even though your house is still cold?
    - Are you pregnant, nursing, or the primary caregiver of a child under age 5?
    - Do you need help finding or keeping employment?
    - Do you need help looking for stable housing or need housing services?
    - Are you looking to purchase a home?
    - Are you disabled, live with someone disabled, or are a caregiver of someone who has a disability?
    -
  - Program Intake requirements:
    - What is your family type?
      - Select one of the options below:

- Single person, Single parent, Two parent family, Multi-Generation household, Foster parents, Nonparent adult (s) w/children, Two adults/ no children, Three or more adults/no children or Other

- Do you own your home or rent?
- What is home or rental dwelling type?
  - Select one of the options below:
    - Single family, 2-4 units building, 5-10 units building, 11+ units building, Mobile Home, or Single Room
- What is your housing type?
  - Select one of the options below:
    - Rent not subsidized, Rent subsidized, Own, Homeless with a roof (provide customer with homeless with a roof form), Homeless without a roof, Group Home, or Institutional
- How many people are in your household?
- What is your monthly housing cost?
- Do you receive SNAP benefits?
- What is your gender?
  - Select one of the options:
    - Male, Female or other
- Are you disabled?
  - Select one of the options:
    - Yes or No
- What is your highest level of education?
  - Select one of the options:
    - 0-8th grade, 9th -12th grade (non-grad), High School Graduate, GED Equivalent Diploma, 12+ Some Post-Secondary, 2-4th years college grad, or Graduate/ther post-secondary school
- Military status
  - Select one of the options:
    - Active military, Never served in military or Veteran
- What is the customer primary language?
- Do you have health insurance? Yes or No
- What is your source of health insurance?
  - Select one or more of the options:
    - Medicaid, Medicare, State Health Insurance for adults, Military Health Care, State Children's Health Insurance Program, Direct Purchase or Employment Based
- What is your work status?
  - Select one or more of options:
    - Employed Full-time, Employed Part-time, Unemployed (less than 6 months), Unemployed (6+ months), Unemployed (not in labor force), Retired, Seasonal Farmer Worker, Minor (under 18 years of age),Self-employed (provide customer with self-employed form)
- What is your source of income?
  - This is information is required for everyone over the age of 18? Select one or more of the options:

- Employment, Unemployment, Child support, SSDI (Social security Disability Insurance), SSA (Social Security Administration), SSI (Supplemental Security Income), TANF (temporary assistance for needy families), General Assistance (GA)-Township, VA Benefits (veterans' affairs benefits), Other, Zero income (adults 18 years and over, if zero income, please describe how your household was supported)- provide customer with a zero income affidavit form or Customer received wages in cash (provide customer with income statement form)

- Personally Identifiable information (PII)
  - What is your social security number?
    - Require the social security number for everyone in the household.
    - If the customer does not have a social security number (system provide customer with a social security affidavit form)
  - What is your birthday?
    - Need the birthday for everyone in the household
  - Are you head of household?
  - What is full legal name?
  - What is your home address?
  - What is your telephone number? And alternative number?
  - What is your email address?

- Program Service request requirement, such as:
  - Barrier Removal Program prescreening query:
    - Are you currently employed? If yes, require proof income for the last 30 days.
    - Are you currently seeking employment or enrolled in an employment/ vocational training program? If yes, require proof the customer is enrolled in a vocational program or customer job search for the last 30 days.
    - Do you or anyone in your household currently receive SNAP benefits? If yes, provide proof of SNAP benefits
    - Do you or anyone in your household currently have an application pending for SNAP benefits? If yes provide proof of pending application.
    - As of this application date, are you an able-bodied adult without dependents and was terminated/removed from SNAP program within the last (9) months due to benefit time limits?
- Person/Family Case information such as
  - what Programs they have applied for at CEDA
  - Have you ever received services in the past? What calendar year?
  - what is the status of their applications?
  - what are the steps needed for them to submit successful applications?
  - what is the workflow and steps in the process?
  - where (status) of where an individual/family is in process for their applications/project.
  - what is the disposition of their case?
  - what is the financial award amount?
  - what has been their experience during this process?
- Backend reporting and management functionality for CEDACustomer Support history, including every instance a client has called, emailed, or messaged via social media

- Customer Support section that explains denials by program, and what a client can do to appeal and / or correct denial findings.
    - Repository of all digital documents or forms needed for clients to apply for services; I.e. digital applications, proof of income, self -employment documentation, zero income affidavit, universal signature page, homeless with a roof, and other documents needed that a client can upload, email, fax, or standard mail to the appropriate department or staff member
    - Internal web apps/knowledge base/FAQCEDA facing portal
    - External web apps/knowledge base/FAQcustomer facing portal
    - External web apps/call center/Partner Intake Site facing portal
    - External web apps/contractor facing portal
- Ability to create/delete/modify/edit names and case information and restricted by role of individuals assisting family/customer
- Search by name, program, team, date, last modified etc.
- Provide complete audit trail of records modified
- Reporting on new, modified, and archived customer information/program information by time period
- Tracking client journey or client timeline and recording which staff member and / or department engaged with the client from initial contact to service receipt, service denial and beyond.
- Tracking Financial metrics and costs (per grant, job/project, per individual, per customer, per awardee)

3.2.2 Out of Scope Functionality

- Performance of Weatherization measure calculations.
- Internal administrative functions not directly related to CEDA clients or external partners (ie. employee travel)

3.3 System Perspective

3.3.1 Assumptions

- Funding is secured
- Three environments are made available – Development, User acceptance testing (UAT), Production
- A denormalized Datawarehouse environment for BI reporting, analytics and dashboards.
- A recommended BI tool with licensing for report creation
- Backup/DR environment is cloud based
- UX must be simple and easy to understand for customers, CEDA employees
- Tight security parameters due to capture of PII information. Only authorized individuals can review applicant information. Assume Zero Trust security parameters (For eyes only)
- Data is encrypted at rest and during transmission
- The client-facing URL starts with CEDAorg.net
- At the core of this CRM deployment will be the design of a state-of-the-art CEDA web portal to gather customer information. This portal will work with CEDA’s existing web portal which is currently in WordPress.
- Data storage and format and export will be compatible with planned State systems (export/connect to standard SQL RDBMs such as Oracle, SQL Server, MySQL etc.)
- Ability to provide API connections to external applications that CEDA may wish to explore
- Geo location and census data set hooks for reporting and analytics purposes

- CEDA is exclusively interested in implementing a SaaS solution. Maintenance and support shall be provided through the subscription agreement between the selected respondent and CEDA. The maintenance agreement will not commence until the application has been placed in production and accepted by CEDA in writing. The maintenance agreement must provide ongoing system support and maintenance, including upgrades, bug fixes, and patches, and other technical support necessary
- CEDA requires a Phased implementation. Phase 1 would be Energy Services (LIHEAP) and Weatherization, Phase 2 would be FsACE and Outreach

3.3.2 Constraints

- Privacy regulations may impact system design.
- Time constraints for 2022-2023 LIHEAP program. System **(FOR LIHEAP -Energy Services ONLY)** must be ready by December 15, 2022
- Resource constraints- Qualified Project Manager and System Developer/System Admin must be hired in conjunction with contract award. Initially it is expected that the selected vendor will provide these resources as part of the contract. Upon completion of project these roles will be shifted to internal (new) CEDA resources.
- As mentioned in the Objectives section of this document, CEDA requires that the selected vendor build the application in two phases, the first phase should address the immediate needs of LIHEAP and Weatherization and the second phase should address the Outreach. FsACE and other departmental units. Pricing, scope and timelines need to reflect the two phases specifically for funding purposes

3.3.3 Risks

- CRM over or under-designed, leading to substantial reliance on expensive contractors to continually tweak the system. Finding the right balance of a system that is not too complex, but also complex enough to handle the many different needs of CEDA's programs.
- Ad-hoc / ancillary systems become used or developed, separate from the CRM, if the system does not adequately meet staff and client needs.
- CRM unable to be sufficiently modular to accommodate all programs and expand to include new programs and services.
- Modifications or enhancements to State of Illinois (Department of Commerce and Economic Opportunity) data systems make CEDA's system overly redundant or not properly coordinated. Recommend some level of coordination / dialogue with the State to mitigate to ensure systems are complementary and minimize unnecessary duplication. (e.g. a new Weatherization – 'WeatherWorks' system is in development. Timing of the development of these systems is not fully known.
- Tracking cannot be accounted for on systems CEDA does not own, leading to data gaps

3.3.4 Issues

- The State of Illinois (Department of Commerce and Economic Opportunity) data systems are proprietary databases that we do not have the ability to communicate with but hope to in the future.

CEDA is constrained by grant funder, State and Federal regulations as well as PII. It is imperative that the selected vendor make sure that each Program "module" be segregated to "for specific Program eyes only" with zero trust security. CEDA IT along with the specific Program will determine which data sets are made available across other CEDA programs.

4 Business Process Overview

Weatherization is a longer term process / project that can extend a year or more from the time of application to the time of completion. Beyond that, client issues ranging from mundane complaints to life threatening issues requiring multiple home visits may arise. It is therefore important to be able to track the full life of a project. Currently our disparate systems make it difficult to track data in even ideal circumstances.

The Outreach Team provides centralized support to all of CEDA's traditional and innovation programs, including producing virtual client/partner events and providing one-to-one client support via social media and email. Our role with program is two-fold;

1. Effectively communicate program updates using one-to-many avenues
2. Deflect contacts away from the call center

To effectively communicate, it is critical that the Outreach Team have access to client names, email addresses, and phone numbers - whether the client pre-applied, applied, was denied, or was approved – and to segment clients for strategic, targeted communications and outreach.

To effectively deflect contacts away from the call center, it is critical that CEDA stand up an externally facing knowledge base, which the Outreach Team and clients alike can leverage to enhance self-service. To provide world-class client support, it is also imperative that the Outreach Team have the ability to seamlessly work with a centralized ticketing system to escalate social/email contacts and do warm transfers of clients between CSRs.

4.1 Current Business Process (As-Is)

Weatherization (Phase 1)

1. Applications
    - 1.1. Applications are currently only taken through Partner Intake Sites either over the phone or in person. Applications are entered in the Weatherization web portal. The portal generates a pdf of the application which is emailed to CEDA Weatherization as well as the client with any supporting documents the Partner Intake Site has from the client, along with instructions on what supporting documentation still needs to be sent in and how to do it.
    - 1.2. It is the client's responsibility to submit any remaining supporting documentation to CEDA by email, fax, mail, or by dropping it off with the Partner Intake Site.
    - 1.3. Weatherization internal staff does not have any access to the data entered in the web portal and is not notified in any way when applications are received. They only receive the pdfs that are emailed to a SharePoint list and tagged manually by staff.
2. Verification and Determination
    - 2.1. Applications are verified by CEDA Weatherization staff as they are received to determine whether the information listed on the application is correct and if the applicant household is eligible for Weatherization.

2.2. Denials are largely the result of incomplete documentation. In the case of denials due to missing documentation internal staff will reach out to the client and Partner Intake Site by email and/or phone to try to complete the documentation needed. Clients will also receive a denial letter with a list of documentation needed to approve the application.

2.3. Clients who are denied because they are not eligible are also sent a denial letter explaining why they are not eligible (ie Over Income)

2.4. Approved applications are sent to the production unit in state mandated priority order when the production unit requests more jobs for home verification and assessment.

2.5. Data for both approved and denied applications is entered manually in both the state system WeatherWorks (which does not allow the data to be exported) and a SharePoint list.

3. Home Verification

3.1. Client are scheduled for Home Verification to determine whether it is safe or even possible to Weatherize a home. Currently about 1/3rd of all approved applications are deferred due to some issue that is outside the scope of Weatherization funding.

3.2. Deferred applications are returned to the internal unit to be denied and the client is sent a denial letter and a deferral form outlining the issue found in their home.

3.3. Deferred applicants can correct the issues in their home within the program year and notify Weatherization, at which point a Deferral Verification can be scheduled to check that the issue has indeed been corrected and the home is now safe to Weatherize and the application will be reapproved by the internal unit.

3.4. Home Verification forms are scanned to pdf and uploaded with pictures to a SharePoint library for future reference. Pictures are compiled into a pdf manually in Word. Frequently the picture quality of the resulting documents is too poor to function as a reference document.

4. Assessment (Home Energy Audit)

4.1. Once clients pass the verification stage they are scheduled for an Assessment. Assessments are long involved appointments in the client's home that generates all the data needed to create workorders (energy retrofit scope of work). There are many pictures, diagnostic test equipment with data connections and a paper based booklet to complete.

4.2. Weatherization staff must compile all their data in WeatherWorks to create a workorder as well compile all their photos into a pdf to print for the paper file. There can be more than 100 photos for one assessment. Additionally, they must update a SharePoint list with some minimal assessment data.

5. File Review

5.1. Once data entry is complete jobs/project files are reviewed by a supervisor and any requests to state oversite agencies (DCEO) for waivers are made.

5.2. In some cases, there may need to be another visit to the client's home to correct or review an issue with the assessment data.

6. Assigning Contractors

6.1. Once reviewed, jobs a sent to the contractor relations unit of production.

6.2. Jobs are typically preassigned a contractor at the time of scheduling based on catchment area. However, they may be assigned to a different contractor based on the current schedule on the contractor pool.

6.3. Job information is sent to contractors by hand with a paper file and/or through email.

7. Contractors

7.1. The actual work done in clients' homes is completed by private contractors hired by CEDA Weatherization. Weatherization work requires extensive communication between contractors and CEDA, most of which is now currently documented through email.

7.2. After receiving a job the contractor must contact the client to schedule a walkthrough to check whether conditions in the home are the same as they were at the time of assessment. It is possible that a client could be deferred at this point and deferral process outlined above would have to be followed. In all cases the size of the HVAC system is not determined until this point so all jobs require at least one change order.

7.3. Once the walkthrough is completed and any required change orders are approved by CEDA Weatherization the architectural and mechanical work can be scheduled and completed. Typically, these will be done on different days with different crews.

7.4. Contractors share their scheduled work dates through a calendar on CEDA's SharePoint.

7.5. Once work is completed the job is returned to CEDA Weatherization to be inspected.

8. Quality Control Inspection

8.1. CEDA Quality Control Inspectors are assigned jobs returned by the contractor by the contractor relations unit, which requires updates in WeatherWorks and a SharePoint list.

8.2. QCIs will contact the client to schedule an inspection and notify the contractor through the contractor calendar.

8.3. If there is an issue the contractor must come back to fix it. The QCI may also generate change orders if they find any changes that need to be made.

8.4. Once everything is satisfactory the Quality Control Inspection is passed and signed off by the client. The inspection generates a number of paper-based documents that need to be scanned and uploaded to a SharePoint library for future reference and pictures that need to made into a pdf to print for the paper file. There is also minimal updates to a SharePoint List.

9. Costing and Reconciling Files

9.1. The contractor must generate and send a final invoice for work completed to CEDA at which point the production unit sends the file to the internal unit for costing.

9.2. All measures completed are assigned a funding source in WeatherWorks determined by the production unit based on availability and measure funding restrictions.

9.3. Jobs are then closed in WeatherWorks and invoices are sent to CEDA's accounting department. A separate Excel spreadsheet is maintained for closed jobs to track grant totals and funding drawdowns.

9.4. After jobs are closed the paper file must be reconciled to check that all audit required paperwork is present and complete. A typical paper file is dozens of pages long and contains all application, client documentation, correspondence, verification and assessment paperwork, contractor paperwork, inspection and invoicing as well as all the corresponding pictures.

10. Call Center and other Client Inquiries

10.1. The Call Center records client questions and concerns to forward to the Weatherization program but is not able to answer most client questions. They do not have access to WeatherWorks or any of CEDA Weatherizations internal systems.

10.2. Weatherization does not have much real ability to share information with the call center.

10.3. Inquiries and complaints are filtered by the client relations department and entered into a second SharePoint list that everyone in the Weatherization department has access to, and is set up to track complaints that may take an extended time to resolve.

10.4. Other inquiries and complaints received from various sources (field staff, Partner Intake Sites, DCEO etc) are entered in the Weatherization specific list but not the CEDA call log.

11. Energy Services Needs (Phase 1)

11.1. Section 1, 2, 9, and 10 are also integral to several programs within the Energy Services work flow.

11.2. Each program requires an exportable list of approved applications that are then aggregated in a separate database for generating site invoices and site payments.

- *See Weatherization Addendum 1A for current general business process flow*
- *See Weatherization Addendum 1B for current customer service process flow*

Family Support and Community Engagement (FsACE) (Phase 2) program is ninety-day case management program that can be extended based on the customer's needs within the program year. Currently our system does not allow for one centralized system of tracking client applications from first contact through the service delivery while incorporating case noting within the same system.

Current Business Process (As Is) FsACE (Phase 2)

1. Applications
    1.1. Pre-Applications are currently taken through the regional offices, Smartsheet or through the Information & Referral helpline. Pre-Applications are then gathered via either email or mail and customer contacted to complete via phone to complete prescreening. Clients that contact regional office staff are prescreened via phone and mailed out or emailed the pre-application.
    1.2. Once the pre-application is emailed or mailed to regional office, the forms are reviewed for completion and having the eligibility documentation.
    1.3. If information is missing from pre-application customer is contact via phone or email to attempt to obtain the information.
    1.4. Pre-applications are submitted by clients across the three service regions.

2. Verification
    2.1. Next steps is review and determination if client is eligible or deemed ineligible for service by regional staff/Program Assistant.
    2.2. If deemed eligible client is then scheduled for intake appointment with FFS.

    For customers deemed ineligible customer is notified of denial and provided a with referral to another agency or to DFSS/311 for Chicago residents.

3. Scheduling

    3.1 Staff schedule appointment on Web-based/Outlook appointment calendar for intake appointment by staff/Program Assistants

    3.2 Currently calendar can be viewed by RM, Director and other team members. Views for assigned FSS.

    3.3 Clients are distributed to staff to maintain manageable and equivalent caseload

4. Intake

    4.1 FSS successful completion of intake with client with case management. Staff submit Intake either e-file or hard file for file audit review.

4.11 Unsuccessful Intake

4.111 Provide referral to an outside agency

4.2 Action steps required completed by customer Financial Literacy session. Verification of other actions steps completed on FAP, document outcomes on referrals and case notes.

4.3 Staff request supporting documents for service after verification of action step completion.

4.4 Staff complete the service request with the supporting documentation including client contribution status provided and submitted to RM for review and determination.

4.5 Once e-file or hard file is reviewed by RM service is either approved or denied.

4.6 Once service is deemed denied; letter is issues by staff as notification to the customer. Customer is refer to outside agency.

4.7 For customers that are approved for service notification of approval and voucher is provided to vendor with voucher receipt. Voucher number is recorded on the regional ledger with the direct client assistance amount and vendor name.

4.8 Staff/PA are to enter the direct client assistance amount in Stars database with the vendor information

4.9 Customers are to participate in case management sessions every two weeks. Staff contact customers via phone or emails to customers as reminder of upcoming appointments.

4.10 Staff request post-supporting documents of barrier removal.

4.11 Staff provide final referrals.

5. Service Request

5.1 As stated in 4.3, once supporting documentation is provided to staff customer then is provided a list of vendors for the service. Refer to steps 4.4; at this point staff enter the service code in Stars (STATE) database. Next steps 4.5, 4.6 and 4.7 are to follow.

5.2 As stated in 4.4 once service determination is made of approval, voucher provided to vendor for service to begin.

5. 3 Once vendor completes the service an invoice is submitted to staff.

6. Finance

6.1 Staff receives submitted invoices and prepares check requisition.

6.2 Staff submits check requisition with invoice to for regional manager review and approval.

6.3 Once regional manager approves check request it is then sent in to accounting via email for processing.

6.4 Reconciliation of Stars database and regional ledger for services. Outcome updated in Stars with completion date.

6.5 Check is provided to vendor and documented on the regional ledger.

6.6 Copy of check and check request with invoice is placed in customer file.

6.8 Staff proceed to close out the customer's file if no other services are being request and ninety-day case management has been complete.

7. Close out file

7.1 Staff complete file audit and proceed to close the customer's file.

7.2 Close out of customer's services and update outcome in Stars database

7.3 Staff update ledger for case management and services

7.4 Generate close out letter for customer.

7.5 Closed file submitted for review to PA and RM for audit and exit.

Outreach (Phase 2)

1. Client Inquiries - Social Media
    a. Client reaches out to CEDA via Facebook, Twitter, or Instagram
    b. Client messages are aggregated by Sprout Social
    c. Communications tags the messages with the program, issue, and sentiment in Sprout Social
        i. These tags are used in monthly reporting to program and leadership
    d. Communications uses a basic knowledge base, populated with information from our virtual Q&As only, to answer messages as possible
    e. If a client's issue is not resolved, Communications escalates to Program Directors or Alya in Energy Services. At this point, there is no ability for Outreach to track what happens to the inquiry. Typically, Communications only knows the issue was or was not resolved by the client reaching out again several days later.
2. Client inquiries – Outreach Inbox
    a. Client reaches out to CEDA via the Outreach Team Outlook email account
    b. Outreach then tags the messages with the program, issue, and response in Client Inquiry Tracker
    c. These tags are used in reporting to program and leadership
    d. Outreach utilizes the knowledge base / FAQ populated with information from our in person and virtual Q & As, to answer messages
    e. If a client's issue is not resolved, Outreach escalates the issue to program liaisons and /or managers for support. There is no way for Outreach to track if issue was fielded or resolved, unless program liaison / manager confirms a follow up will be made, or the client contacts Outreach via email again.
3. Partner/Event Opportunities
    a. Partnership or event opportunities (resource fairs, presentations, meetings, training, and related engagements) are typically received via phone, email, text, word of mouth, but are also received through the CEDA website via an Attendance Request document.
    b. The partners complete the document online
    c. The completed request form is forwarded to or fielded by the webmaster@cedaorg.net account staff.

d. The request is then forwarded to the to the Outreach Team via outreach@cedaorg.net email address within 24 – 48 hours.
e. The Outreach team tracks the event requests in the Community Engagement Tracker

4. The Outreach team then contacts the appropriate department or staff members for event coverage or support
5. Communicating program updates
    a. Program alerts Outreach via email or Teams message of communications/outreach need
    b. Outreach works to get a list of clients' email addresses and phone numbers from program, as there is no centralized communications platform
        i. **To Outreach's knowledge, there is NO consent record on ANY client profile, unless that client has signed up for communications through a Outreach-managed channel**
    c. Outreach adds the contacts to the client communications list in Mailchimp, then creates an email in Mailchimp. If Outreach gets phone numbers, users are added to EZ Texting and sent text message communications.
    d. Outreach crafts social media messaging and monitor's posts for client comments
    e. Outreach tracks results to inform revised communications strategies for the future

4.2 Proposed Business Process (To-Be)

Weatherization (Phase 1) by its nature is a lengthy process which requires the data input of many parties. We do not propose a radical change to most parts of the process, rather the simplification and efficiency of the process by eliminating or reducing data collection and communication pain points.

1. Applications
   - 1.1. A centralized application system which allows clients to apply with Partner Intake Sites or online as desired.
     - 1.1.1. Client documentation shared across all program they apply for to reduce documentation burden.
     - 1.1.2. Automated prompting in application to inform client of other CEDA programs they may be eligible for.
2. Verification
   - 2.1. Automate generation of requests for additional documentation and other form letters
   - 2.2. Ability to view status of other CEDA applications
   - 2.3. Automate flow to scheduling in priority and date order
3. Intake Site Payment
   - 3.1. Integration of site payment function that generates invoices based on approved application status.
4. Scheduling
   - 4.1. Web based appointment calendar.
     - 4.1.1. Appointments listed in client facing portal
     - 4.1.2. Views for assigned CEDA staff
5. Home Verification
   - 5.1. Offline available or web based form to compile verification data
   - 5.2. Integration with photo compiling tool
   - 5.3. Automated flow to next step in the process, assessment scheduling or deferral
6. Assessment (Home Energy Audit)
   - 6.1. Offline available or web based form to compile assessment data
   - 6.2. Integration with photo compiling tool
   - 6.3. Automated flow to next step, review or deferral
7. Assessment Review
   - 7.1. Automate generation of waiver requests (form letter)
   - 7.2. Automate flow to reassessment or contractor assigned
8. Contractor Assignment
   - 8.1. Automate flow of necessary documentation to contractors
9. Contractor
   - 9.1. Contractor facing portal to exchange documentation and monitor progress easily and securely
     - 9.1.1. Web based calendar for all scheduled home visits.
     - 9.1.2. Appointments viewable for all appropriate audiences (ie contractor, CEDA staff, client)

9.1.3. Automate generation and routing of change orders to CEDA Staff for quick approval
9.1.4. Web based forms for required documentation generation.
9.1.5. Invoice generation

10. Quality Control Inspection
    10.1. Calendar appointment viewable to assigned contractor
    10.2. Offline available or Web based form to compile QCI data
    10.3. Automate generation of change orders
    10.4. Automate flow to next step, contractor rework or final invoicing
11. Costing
    11.1. Automate assignment of by measure funding with manual override
    11.2. Automate interface between Weatherization and CEDA general accounting
    11.3. Automate fiscal tracking for draw down
12. File Reconciliation
    12.1. Rules based highlighting of any missing documentation
    12.2. Automate generation of a full pdf file.
13. Call Center and Client Relations
    13.1. Client information (limited for security purposes) should be available for the call center to answer basic client inquiries (ie status, deferral reasons)
    13.2. All open client issues should be able to be assigned to any CEDA staff member
    13.3. Client facing portal should have a method to submit customer service issues
    13.4. All CEDA staff should have a method to submit customer service issues.
    13.5. Customer Service view should have the ability to track issues with an extended history.
    13.6. All customer service issues open and closed should be viewable from a client's case management page.
    13.7. Sensitive/priority issue escalation with built in notifications for Senior management and departmental leadership.
14. Energy Services Needs (Phase 1)
    14.1. Section 1, 2, 10, 11, and 12 are also integral to several programs within the Energy Services work flow.
    14.2. Integration of site payment function that generates invoices based on approved application status.
    14.3. Integration of omnichannel outreach communication methods that include email, text, and phone calls.
    14.4. Ability to assign client cases to various departments and the units therein.
    14.5. Ability for customers to apply for multiple programs within the same year/program year as well as the same programs in subsequent years/program years tied together by a reference number or "CEDA ID."

- *See Weatherization Addendum 2A for proposed business process flow*
- *See Weatherization Addendum 2B for proposed customer service business process flow*

Proposed Business Process (to be) FsACE (Phase 2)

1. Applications
    1.1. A centralized application system which allows clients to apply with I & R, Regional offices or Smartsheet.

Steps 1.1.1 and 1.1.2 same as Weatherization

2. Verification
    2.1. Determination if the client is eligible or deemed ineligible for service.
    2.2. Automated generation of requests for additional information documentation or other form letters.
    2.3. If deemed eligible automated promoting of status and client is then scheduled for intake appointment with FFS.
    2.4. For customers deemed ineligible automated prompting and generating of denial letter with referral to another agency or to DFSS/311 for Chicago residents.
3. Scheduling
    3.1. Web-based appointment calendar
        3.1.1. Appointments listed in client facing porta
        3.1.2. Views for assigned FSS
4. Intake
    4.1. FSS successful completion of intake with client case management. Intake file review.
        4.1.1. Unsuccessful Intake
            4.1.1.1. Provide referral to an outside agency
    4.2. Action steps required completed by customer Financial Literacy session. Verification of other actions steps completed.
    4.3. Staff request supporting documents.
    4.4. Once documents are reviewed including client contribution status the service is either approved or denied.
    4.5. Once service is deemed denied; letter is generated as notification to the customer. Customer is referring to outside agency.
    4.6. For customers that are approved for service notification of approval and voucher is provided to vendor
    4.7. Customers are to participate in a case management session every two weeks. Robo calls or emails to customers as reminder of upcoming appointments.
    4.8. FSS request post-supporting documents of barrier removal.
    4.9. FSS provide final referrals.

5. Service Request
    5.1. As stated in 4.3, once supporting documentation is provided to FSS by the customer, The FSS will provide vendors determined by the type of service requested (Auto, Dental, Vision, FSCM, etc.) for the service.
    5.2. As stated in 4.4 The Regional Managers approve the service, a voucher for payment is provided to vendor for service to begin.
    5.3. Once vendor completes the service an invoice is submitted to CSBG **Invoicebox@cedaorg.net**.
6. Finance
    6.1. Regional staff/Program Assistant (PA) receives submitted invoices and prepares check requisition.
    6.2. Regional staff/PA submits check requisition with invoice for regional manager review and approval.
    6.3. Once regional manager approves check request it is then sent to accounting by PA.
    6.4. Reconciliation of Stars database and regional ledger for services is completed by PA.
    6.5. Check is provided to vendor
    6.6. Copy of check placed in customer file with check request by PA.
    6.7. Credit issued report
    6.8. Staff updates file and closes out the customer's file, once service is complete or at the end of the 90-day case management period
7. Close out file
    7.1. FSS complete file audit and proceed to close the customer's file.
    7.2. Regional staff updates STARS and closes out of customer services in Stars database and new database
    7.3. PA update ledger for case management and services
    7.4. Generate close out letter for customer.
    7.5. Closed file submitted for review to PA and RM for audit and exit.

Outreach (Phase 2) needs to have a bird's eye view of program information and client application status in order to provide prompt, clear, effective support to clients AND to create strategically-sound external communications. In addition, because the Outreach staff is very small for this size of an organization (and their primary role is fundraising), it is critical that CEDA have a robust knowledge base for contact deflection and staff knowledge.

1. Client Inquiries - Social Media
    a. Client reaches out to CEDA via Facebook, Twitter, or Instagram
    b. Client messages are aggregated by Sprout Social
    c. Communications tags the messages with the program, issue, and sentiment in Sprout Social
        i. These tags are used in monthly reporting to program and leadership
    d. Look up client in ticketing system to see if they have an open ticket with CEDA already
    e. If there **is** a ticket, Communications reviews history to determine if they should address the issue on social/email OR if they should advise client to wait for CSR to reach out, reassuring client that we see their call for assistance and will respond in the timeframe indicated by CEDA's SLA

f. If there **is not** a ticket, Communications staff uses Knowledge Base to find answer to question and retrieve approved response for one-to-one or one-to-many communication OR Communications staff uses portal to look up client application status and advise on next steps
g. If client's issue cannot be solved by Communications, the interaction is added to an existing open ticket OR a ticket is created
h. If the client reaches out on social media again, Communications staff reviews the ticket for updates and acts accordingly

2. Client inquiries – Outreach Inbox
    a. Client reaches out to CEDA via Outlook, Phone (Call or Text), or in-person
    b. Client messages are monitored via the Client Inquiry Tracker
    c. Outreach tags the messages with the program, issue, and sentiment in the Client Inquiry Tracker
        i. These tags are used in monthly reporting to program and leadership
    d. Look up client in ticketing system to see if they have an open ticket with CEDA already
    e. If there **is** a ticket, Outreach reviews history to determine if they should address the issue by email or phone, OR if they should advise client to wait for CSR to reach out, reassuring client that we see their call for assistance and will respond in the timeframe indicated by CEDA's SLA
    f. If there **is not** a ticket, Communications staff uses Knowledge Base to find answer to question and retrieve approved response for one-to-one communication OR Outreach staff uses portal to look up client application status and advise on next steps
    g. If client's issue cannot be solved by Outreach, the interaction is added to an existing open ticket OR a ticket is created
    h. If the client reaches out again, the Outreach staff reviews the ticket for updates and acts accordingly
3. Partner/Event Opportunities
4. –
    a. Partnership or event opportunities (resource fairs, presentations, meetings, training, and related engagements) are typically received via phone, email, text, word of mouth, but are also received through the CEDA website via an Attendance Request document.
    b. The partners complete the Attendance Request form online
    c. The completed request form is forwarded to the webmaster@cedaorg.net account staff.
    d. The request is forwarded to the outreach@cedaorg.net account within 24-48 hours
    e. The Outreach team tracks the event requests or invites in the Community ngagemnt Tracker
    f. The Outreach team then contacts the appropriate department of staff member for support.
    g. The completed partnership or event request forms should initially be fielded by the Outreach team then the request can be communicated out to the appropriate department or staff members for support.
5. Communicating program updates
    a. Program Outreach liaison fills out form to request a program communication go out
    b. Outreach and Program touch base on request to clarify specifics and explore strategy as needed

   c. Program (knowledge base administrator) enters/updates all relevant information in the Knowledge Base and confirms when this is ready for Outreach. Communications will be planned, but not launched until this is complete.
   d. Based on need and strategic approach, Outreach creates segments and targeted messaging for;
      i. Social Media (sent via Sprout Social)
      ii. Text Messaging
      iii. Robo Calls
      iv. Emails
      v. Website Updates (made via WP Engine)
   e. All links in these communications are trackable
6. General Client Interest
   a. A user fills out a branching survey about their needs via the CEDA portal/website
   b. At the end of the survey, a user provides a phone number (required) and email address (optional) and opts-in to receive CEDA communications
   c. Upon submission, client information and survey answers are added to CEDA database
   d. Based on user's information and answers, they enter a phone and/or email client journey. The communications are automatically tailored to the client's needs using dynamic content. The client continues getting communications from the client journey until they submit their application or 3 months have passed.

5 Business Requirements

[The specific business requirements for both LIHEAP and Weatherization need to be listed, categorized by both priority and area of functionality. Include any use case documentation]

The requirements in this document are prioritized as follows:

Value	Rating	Description
1	Critical	This requirement is critical to the success of the project. The project will not be possible without this requirement.
2	High	This requirement is high priority, but the project can be implemented at a bare minimum without this requirement.
3	Medium	This requirement is somewhat important, as it provides some value but the project can proceed without it.
4	Low	This is a low priority requirement, or a “nice to have” feature, if time and cost allow it.

Instructions: For each requirement, please insert the appropriate response listed below and an explanation for your response

Response to Business and Functional Requirements			
F	Provided Fully Functional out of the box or with configuration (no custom development)	TP	Third-party Software Required to fully provide the Requirement (Third-party Software must be proposed)
C	Customization/Software Enhancement required to meet the Requirement	N	Not Included in this Proposal

5.1 Functional and Business Requirements

Phase#/Req#	Priority	Description	Rationale	Use Case Reference	Impacted Stakeholders	Response	Comment
General Requirements							
PH1/REQ001	1	Central repository of customers and their participation in the various CEDA Programs viewable only to the Program and CEDA Management	CEDA has multiple programs where they serve the community however CEDA is restricted in sharing information between programs. (Virtual walls need to exisit)		All CEDA		
PH1/REQ002	1	A customer shall be defined in the repository via a unique identifier and their name	ID+Name eliminates duplicate name records		All CEDA		
PH1/REQ003	1	Central portal (one place) for customer to identify			All CEDA		

Phase#/Req#	Priority	Description	Rationale	Use Case Reference	Impacted Stakeholders	Response	Comment
		what sort of services and assistance is they require from CEDA					
PH1/REQ004	1	Ability for customers to submit cases/information requests via an online self-service portal	Case management		All CEDA		
PH1/REQ005	1	Ability for customers to login into portal to see the status of their application and upload documents needed for their application as well as download application status information	Case management		All CEDA		
PH1/REQ006	2	Allow for "cases" to be automatically generated based on requests sent to an email address, with option not to automatically generate based on specific parameters (e.g. customer did not provide required information)	Case management	Refer to Help Illinois Families smartsheet form - https://app.smartsheet.com/b/form/a819bd04857144c3843	All CEDA		

Phase#/Req#	Priority	Description	Rationale	Use Case Reference	Impacted Stakeholders	Response	Comment
				0f3b85ca 325a7			
PH1/REQ007	1	Based on the application/case request, allow CEDA to define mandatory and encrypted fields to be completed - e.g., name, email address, zip code (others) required for all submissions	Case management	Refer to Help Illinois Families smartsheet form - https://app.smartsheet.com/b/form/a819bd04857144c38430f3b85ca325a7	All CEDA		
PH1/REQ008	2	Ability to create a "case" on a customer's record to manage requests and questions from customers including case number, case origin (email, phone, face-to-face visit, etc.), case owner	Case management	Refer to Help Illinois Families smartsheet form - https://app.smartsheet.com/b/form/a819bd04857144c3843	All CEDA		

Phase#/Req#	Priority	Description	Rationale	Use Case Reference	Impacted Stakeholders	Response	Comment
				0f3b85ca 325a7			
PH1/REQ009	1	Ability to track status and dates) of cases using CEDA defined status categories (open, closed, in process, referred, closed, qualified etc.) *(LIHEAP and Weatherization to define these)*	Case management		All CEDA		
PH1/REQ010	2	Based on CEDA defined Department/Program hierarchy, ability to automatically assign the case to a specific staff member or a defined Department group	Case management		All CEDA		
PH1/REQ011	2	Ability to view case history by customer, staff member or department assigned, status, priority, type, department, dates, etc.	Case management		All CEDA		
PH1/REQ012	2	Ability to reassign customer cases/applications to other staff members (and other Departments) for	Case management		All CEDA		

Phase#/Req#	Priority	Description	Rationale	Use Case Reference	Impacted Stakeholders	Response	Comment
		resolution, individually or in bulk (for example when a staff member leaves)					
PH1/REQ013	2	Ability to maintain a detailed history of changes to case including assigned staff, actions taken	Case management		All CEDA		
PH1/REQ014	2	Ability to support live chat with customers as part of an application process or to follow up as part of the customer case. CEDA would like Chat features in this system	Case management		All CEDA		
PH1/REQ015	1	Ability to report/search on information requests about status of application and/or case	Case management		All CEDA		
PH1/REQ016	1	Ability to allow staff and users of system to see their application/case queue when logging into the system, and to review case queues at any given time	Case management		All CEDA		

Phase#/Req#	Priority	Description	Rationale	Use Case Reference	Impacted Stakeholders	Response	Comment
PH1/REQ017	2	Ability to escalate automatically cases based on time limits, priorities, or other CEDA criteria. Ability to provide automatic notification of overdue cases to staff members and supervisors	Case management		All CEDA		
PH1/REQ018	1	Ability for customers to upload documents in support of their application/cases in a secure manner referenced by their case information	Case management		All CEDA		
PH1/REQ019	1	Ability for system to store such documents under strict "for your eyes only"/"least privilege" access	Case management		All CEDA		
PH1/REQ020	2	Ability to establish/manage standard documents to be sent to customers based on their information requests (e.g., requests for CEDA Services, CEDA instructional	Case management		All CEDA		

Phase#/Req#	Priority	Description	Rationale	Use Case Reference	Impacted Stakeholders	Response	Comment
		documents, requests for CEDA Energy Kit, etc).					
PH1/REQ021	1	Ability to provide workflow control to determine routing of application/cases based on CEDA rules (e.g., status, Department, Request type, etc.). Many of CEDA's customers qualify for and can be referred to other programs within CEDA and outside of CEDA	Case management		All CEDA		
PH1/REQ022	1	Ability to notify staff members of cases assigned to them based on CEDA business rules	Case management		All CEDA		
PH1/REQ023	1	Ability to have a central repository of contacts, their household members etc	Case management		All CEDA		
PH1/REQ024	2	Ability to manage the access/view of contacts by Program/Department	Case management		All CEDA		
PH1/REQ025	3	Ability to segregate donors, volunteers, employees, experts vs	Case management		All CEDA		

Phase#/Req#	Priority	Description	Rationale	Use Case Reference	Impacted Stakeholders	Response	Comment
		clients/customers in contact groupings					
PH1/REQ026	3	Ability to detect duplication of applications, contacts etc	Case management		All CEDA		
PH1/REQ027	3	Ability to classify contact membership. A contact can be a member of multiple groups	Case management		All CEDA		
PH1/REQ028	3	Ability to track relationships amongst cases, contacts, applications. For example Person X is a household member of Person Y and X has applied for assistance in both LIHEAP and Weatherization. CEDA would like to see this in a graphical "network diagram format" as well if possible	Case management		All CEDA		
PH1/REQ029	2	Ability to utilize location based services (such as a Google maps and google apis) to direct customers to nearest partner intake site or CEDA service center	Case Management/ Customer Relationship		All CEDA		

Phase#/Req#	Priority	Description	Rationale	Use Case Reference	Impacted Stakeholders	Response	Comment
PH1/REQ030	2	Ability for secured (based on role and authentication) online look up of customer information by entering names, partial names, combination of sorting and filtering by applicant id, application, and basically any field. Search results in tabular format readily sortable and exportable to Excel and csv formats	Case Management		All CEDA		
PH1/REQ031	3	Easily and readily available to integrate with financial systems (Possibly Phase 3) whereby CEDA can track assistance award amounts	Case management		All CEDA		
PH1/REQ032	2	Fields must be able to capture financial information of applicant (customer) request, actual applicant award, total costs associated etc	Case management		All CEDA		
PH1/REQ033	1	Ability to link and interface to external databases for	Case Management		All CEDA		

Phase#/Req#	Priority	Description	Rationale	Use Case Reference	Impacted Stakeholders	Response	Comment
		transferring data, querying external data etc					
PH1/REQ034	1	Ability to generate General Ledger summaries	Case Management		All CEDA		
PH2/REQ035	3	Ability to interface with MS Office 365 suite and other marketing and email suites like Sprout Social, Mailchimp, and Constant Contact – Things like outlook, export to spreadsheets, allowing for creation of mail merge docs etc	Customer Relationship		All CEDA		
PH1/REQ036	1	Ability to easily import and export data via Excel or csv	Case Management		All CEDA		
PH1/REQ037	3	Platform should enable users to build a single view of each contact by integrating data from any source	Contact Management		All CEDA		
PH2/REQ038	1	Platform should have analytics capabilities to help identify trends	Case Management		All CEDA		

Phase#/Req#	Priority	Description	Rationale	Use Case Reference	Impacted Stakeholders	Response	Comment
PH2/REQ039	1	List all integration platforms of system. Is it bi-directional?	Integration		All CEDA		
PH1/REQ040	1	Platform should be able to track client interactions and feedback as in a traditional CRM	Customer Relationship		All CEDA		
PH1/REQ041	1	Platform should be able to provide an optional Client registration requirement. i.e. Customer is prompted to register, but not necessary to register	Case Management/Customer Relationship		All CEDA		
PH2/REQ042	3	Chat functionality	Customer Relationship				
PH2/REQ043	2	Autofill data between Program years for repeat and registered customers	Customer Relationship				
PH2/REQ044	2	Ability to integrate with various social media platforms	Customer Relationship				
PH2/REQ045	2	Integration with other systems such as VoIP, Email marketing systems	Customer Relationship				

Phase#/Req#	Priority	Description	Rationale	Use Case Reference	Impacted Stakeholders	Response	Comment
PH1/REQ046	1	Track application/job/project information through all stages of completion	Weatherization Program Management		Weatherization and Customer		
PH1/REQ047	1	Ability to create and add fields which mirror State of Illinois naming conventions for programs (e.g. weatherization job numbers, multiple funding sources for weatherization jobs)	Weatherization Program Management		Weatherization and Energy		
PH1/REQ048	1	Ability to create application numbers for Weatherization and Energy applications	Weatherization Program Management		Weatherization and Energy		
PH1/REQ049	3	Include calendar tool or integration with appointment calendar tool	Weatherization Program Management		Weatherization and Energy		
PH1/REQ050	1	Export/Import from Oracle or other RDMS	Weatherization Program Management		Weatherization		
PH1/REQ051	1	Ability to track multiple instances of the same status. (see REQ009)	Case Management		All CEDA		

Phase#/Req#	Priority	Description	Rationale	Use Case Reference	Impacted Stakeholders	Response	Comment
PH1/REQ052	2	Interface with photo batching tool	Weatherization Program Management		Weatherization		
PH1/REQ053	1	Ability to track funding from multiple grants on a per job/project basis	Weatherization Program Management		Weatherization		
PH1/REQ54	1	Validation of multiple fields on upload form to pair upload with user record	All Programs		Energy		
PH1/REQ55	3	Customer can provide contact info to initiate record for Outreach to begin a customer journey	All Programs		Energy		
PH1/REQ56	1	Online application that captures highly sensitive client information with required fields and data field validation	All Programs		Energy		
PH1/REQ57	1	Potential for connection of CRM to communicate information to an external proprietary database	LIHEAP-DVP		Energy		

Phase#/Req#	Priority	Description	Rationale	Use Case Reference	Impacted Stakeholders	Response	Comment
PH1/REQ58	1	CRM capable of importing communication from external databases	LIHEAP		Energy		
PH1/REQ59	1	Can use records to export reports that can be custom designed to access all fields and records. Can build report templates with custom parameters.	All Programs		Energy		
PH1/REQ60	1	Ability to attach uploads to a record in several touchpoint spread across weeks and months	All Programs		Energy		
PH1/REQ61	1	Allow modification of record for specified permission levels	All Programs		Energy		
PH1/REQ62	1	Attach real-time statuses for several applications to the same record	All Programs		Energy		
PH1/REQ63	1	Customer can access CRM record dashboard using verified, personal, datapoints to check the real-time status of each of their application statuses	All Programs		Energy		

Phase#/Req#	Priority	Description	Rationale	Use Case Reference	Impacted Stakeholders	Response	Comment
PH1/REQ64	3	Relational databases/tables and data stored so that information can be stored and pulled based on field entries (e.g. site stats)	All Programs		Energy		
PH1/REQ65	2	Can generate printouts/mailings/invoices based on mail merge information set up using field information from records and field tables (e.g. site payment invoices)	Fiscal		Energy and Accounting		
PH1/REQ66	2	Customizable alerts to email designated parties when specified parameters are met in a record	Outreach and Energy		Energy		
PH1/REQ67	3	Records must have multiple comment logs that time and userstamp added notes	Verification		Energy		
PH1/REQ68	3	Last comment in log for each comment log must be exportable as a field	Verification		Energy		

Phase#/Req#	Priority	Description	Rationale	Use Case Reference	Impacted Stakeholders	Response	Comment
PH1/REQ 69	1	Ability to roll up multiple household applications into a single project	Weatherization Program Management		Weatherization		
PH1/REQ70	1	Internally and Externally facing knowledge base that includes approved CSR responses for one-to-one and one-to-many commmunications	Customer relationship and internal consistency		All CEDA		
PH2/REQ71	2	Ability to switch externally-facing portal to Spanish, Arabic, Polish, Chinese, and Hindi	Client Relationship		Clients		
PH2/REQ72	2	Ability to integrate social media support into larger ticketing system	Client Relationship		All CEDA		
PH2/REQ73	2	Ability to control branding/visuals on externally-facing portal	Trust Building		Outreach		
PH2/REQ 74	2	Track gifts (cash, inkind, pledges, etc) and solicitation status of donors, while connecting/soft crediting gifts between constituents	Fiscal		Outreach		

Phase#/Req#	Priority	Description	Rationale	Use Case Reference	Impacted Stakeholders	Response	Comment
PH2/REQ75	2	Track relationships between organizations, individuals, and other entities, in addition to assigning fundraising staff to the donor/prospect/stakeholder	Relationship Management		Outreach		
PH2/REQ76	2	Build and export custom reports and dashboards of Fundraising, communication, and outreach initiatives	Reporting/Relationship Management		Outreach		
PH2/REQ77	1	Ability to track and monitor funding requests (ie grants and proposals)	Fiscal		Outreach		
PH2/REQ78	2	Ability to track the last change on a constituent record	Data Accuracy		Outreach		
PH2/REQ79	1	Ability to have customizable actions (emails, mailings, calls, tasks) to manage workflows, track constituent history, and plan future activities	Relationship Management		Outreach		
PH2/REQ80	1	Ability to track the status of customer services	FsACE		FsACE		

Phase#/Req#	Priority	Description	Rationale	Use Case Reference	Impacted Stakeholders	Response	Comment
PH2/REQ81	1	Ability to track funds provided to customers	BRP & CSBG		FsACE		
PH2/REQ82	1	Ability to track customers with missing supporting documents	FsACE		FsACE		

Security/ Auditing /DR BC Requirements						Response	Comment
SEC001	1	User provisioning/SSO capabilities/integration with Azure Active Directory	SSO		All CEDA		
SEC002	1	Ability to manage users, roles, permissions	Admin		CEDA IT		
SEC003	1	Multi factor authentication, self-service and password recovery capabilities	Admin		CEDA IT		
SEC004	1	Encrypted passwords and password fields, encrypted during transmission and stored as encrypted.	Security		All CEDA		
SEC005	1	Administrators can only reset passwords and not view them	Admin		CEDA IT		
SEC006	1	Single individuals can have multiple roles	Security/Users		Users		
SEC007	1	Restrict, mask, and encrypt access to certain fields and certain views inclusive of PII and financial fields	Security/Users		Users		
SEC008	1	Ability to set password expiration, account lockouts	Admin		CEDA IT		

		due to inactivity, complex passwords					
SEC009	1	Provide an audit trail of changes made to any customer's account (any record, any table)	Admin/Programs/Legal		CEDA IT/Program		
SEC010	1	Provide complete reporting on logging and audits	Admin/Security/Legal		CEDA IT/Legal		
SEC011	1	Ability to trace downloads, exports of data by users	Admin/Security/Legal		CEDA IT/Legal		
SEC012	1	Provide an audit trail of changes made to security and access levels for any user	Admin/Security/Legal		CEDA IT/Legal		
SEC013	1	Provide BC and DR plan for solution	Business Continutiy and Disaster Recovery		CEDA IT		
SEC014	1	Provide secure file transfer functionality/integration for incoming and outgoing files	Security		CEDA IT		
SEC015	1	Remote access to customer data is restricted to encrypted methods	Security/Programs		CEDA IT/Programs		
SEC016	1	Portal does not store sensitive authentication data after authorization	Security		CEDA IT		

		such as card verification codes. Account Numbers are encrypted format and cryptographic keys are protected against both disclosure and misuse					
SEC017	1	Application restricts access to customer PII and credit card related data to only those who require access	Security		CEDA IT		
SEC018	1	All users use the "least privilege" concept/practice by default and only gain access to the least amount of data required for their job after signing. Zero Trust security model.	Security		CEDA IT		
SEC019	1	Vendor to ensure and identify clear data retention and disposal policy for PII and credit card related data that is compliant with legal and/or regulatory guidelines. CEDA IT to be able to set these up. Data retention for 7 years is a requirement	Security /Legal		CEDA IT/Legal		
SEC020	1	Backups to include full (weekly) and differential	BC/DR		CEDA IT		

		(daily) in Cloud (no backups on premise)					
SEC021	3	Application segmentation would be ideal	Security		CEDA IT		
SEC022	2	Application access via SASE vendor would be ideal	Security		CEDA IT		

Reporting Requirements						Response	Comment
PH1/REP001	1	Use of Data Visualization, BI and Analytics Tools is highly desirable for reporting purposes	Reporting and Dashboards		All CEDA		
PH1/REP002	1	A DWH instance for maximum usage of the BI tool is					
PH1/REP001	1	Standard reports identifying statistics, trends, demographic analysis, location, record counts income, etc. and other database activities	Reporting and Dashboards		All CEDA		
PH1/REP002	1	Ability to generate ad-hoc reports, demonstrating ease of use and flexibility of sorting, summarizing or detailing information from multiple files	Reporting and Dashboards		All CEDA		
PH1/REP003	1	Ability to provide reports to assist in the reconciliation of funds dispersed etc	Reporting and Dashboards		All CEDA		
PH1/REP004	1	Ability to provide designated reports	Reporting and Dashboards		All CEDA		

		distributed online (live) via dashboards internally with the ability to export and email these reports as well					
PH1/REP005	1	Ability to report on the daily data entry and staff activity.	Reporting and Dashboards g		All CEDA		
PH1/REP006	1	Allow users to create custom reports based on custom queries	Reporting and Dashboards		All CEDA		
PH1/REP007	1	Allow for sensitive revenue reports by program, by demographics, family, applicant etc	Reporting and Dashboards		All CEDA		
PH1/REP008	1	Generating reports, charts and dashboards to allow for easy trend analysis based on demographics, program, family, applicant etc	Reporting and Dashboards		All CEDA		
PH1/REP009	1	Allow non-technical people to create custom reports	Reporting and Dashboards				
PH1/REP010	1	Allow CEDA employees to create metrics based on collected data	Reporting and Dashboards		All CEDA		

PH1/REP011	1	Ability to generate contractor production reports detailing number of projects issued to each contractor, job statuses, and associated program funding.	Reporting and Dashboards		Weatherization		

Usability (User Experience) Requirements						Response	Comment
UX001	1	Please provide a detailed Plan for a Responsive Experience			All CEDA		
UX002	2	Limit number of screens for navigation. Navigation should be easy to use			All CEDA		
UX003	2	Product not designed for user in mind			All CEDA		
UX004	1	Customer Experience is a priority			All CEDA		
UX005	2	Data should be well presented and easy to find			All CEDA		
UX006	3	Email integration is required			All CEDA		

UX007	2	Platform/System should be browser agnostic			All CEDA		
UX008	2	Platform/System should be mobile friendly			All CEDA		
UX009	1	Ease of use is a priority			All CEDA		
UX010	2	Online training and videos for customers and CEDA users			All CEDA		
UX011	2	Workflow design for simplicity			All CEDA		
UX012	1	Relevance- deliver relevant information to customer and CEDA employees by role and based on their particular use case			All CEDA		
UX013	1	Personalization for the Customer			All CEDA		
UX014	3	Control language of portal					
UX015	1	Knowledge base is easy to search and provide feedback on					
UX016	2	Accessing Knowledge Base does not cause user to lose					

		their place in applying, uploading documents, etc.					

5.2 Non-Functional Requirement

ID	Requirement
NF001	System should be able to accommodate 500 users concurrently. We need to make sure there is tiered licensing. CEDA has multiple partner sites (beyond the concurrent users) that will intake a lot of this information. Licensing should accommodate this.
NF002	Availability: 99.9% uptime
NF003	Easily scalable to over 1000 users and over 1,000,000 records
NF004	Backups: Full (Cloud based) database backups on a weekly basis. Differential cloud based backups on a daily basis
NF005	Redundant data centers with less than one hour failover time
NF006	Data Canters must be located within the United States
NF007	Multi factor authentication
NF008	SSO integrations
NF009	Multi cloud DR is a nice to have and will be considered
NF010	Tiered/Free licensing for customers of portal
NF011	Include yearly licensing and/or maintenance costs
NF012	Configurable system is a must with emphasis on configuration rather than software development.

6 Appendices

6.1 List of Acronyms

PII – Personally identifiable information under NIST

PII- Refer to (815 ILCS 530/) Personal Information Protection Act

6.2 Glossary of Terms

[terms that are unique to CEDA]

CEDA- Community and Economic Development Association of Cook County

DCEO- Illinois Department of Commerce and Economic Opportunity

LIHEAP- Low Income Home Energy Assistance Program (Energy Services- CEDA Department) (PHASE 1)

IHWAP- Illinois Home Weatherization Assistance Program (Weatherization- CEDA Department) (PHASE 1)

CSBG- Community Services Block Grant (PHASE 2)

FsACE- Family Support and Community Engagement (CEDA Department) (PHASE 2)

LIHWAP- Low Income Household Water Assistance Program (PHASE 2)

Outreach – CEDA Customer Advocacy Department (PHASE 2)