

Mississippi's OnBase Enterprise Content Management System

COSCDA Conference 2024

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Katrina's Wake in Mississippi

- 55 ft. sea waves with a 28 ft. storm surge (over 30 ft. in some areas)
- 80 miles of coastline destroyed
- Hurricane force winds 150 miles inland, spawning 11 tornados statewide
- All 82 counties declared disaster areas with 49 declared major disaster areas
- Entire communities – Waveland, Bay St. Louis – obliterated
- 90% of buildings from Gulfport to Biloxi wiped out
- 220,000 damaged housing units, with 60,000 destroyed; over 100,000 homeless
- 46 million cubic yards of debris
- Estimated damages: \$30 Billion
- 235 Mississippians lost their lives



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The Aftermath

- Hurricane Katrina marked the beginning of a new era
- Scale of destruction was unprecedented
- Recovery needs were extraordinary and required a shift in the traditional CDBG-DR recovery paradigm
- Adjustments in programs, policies, procedures, oversight, and monitoring



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Such unparalleled, catastrophic damage...



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and the development of innovative programs to address the multiple and varied recovery needs...

- **Homeowners Assistance Program**- \$2 Billion Compensation Grant to eligible homeowners who suffered flood damage to their primary residences; 27,756 households served
- **Elevation Grant Program**- \$30,000 grants to elevate homes to comply with new building codes; 1,002 households served
- **Neighborhood Home Program**- addressed unmet needs in housing damage for LMI residents, prioritizing the elderly and disabled; 4,645 units completed
- **Port of Gulfport Restoration**- rebuilt the Port's destroyed facilities and created a modern terminal- the "Port of the Future"
- **Tourism Industry Restoration Grant Program**- grants to 28 venues and events along the Gulf Coast to advertise that they were open for business post-Katrina



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Drove the need for a comprehensive content services system to organize and manage program documents, processes, workflow, and cases



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OnBase Enterprise Content Management (ECM)

- A process management software suite developed by Hyland Software
- MDA purchased and installed OnBase in 2008 to support eligibility processes and application documentation for Katrina Disaster Recovery programs managed by HORNE LLP
- Cost was included in HORNE's proposal to MDA-DRD for Katrina program support services
- A single system that can manage data, documents and processes

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OnBase ECM cont'd.

- Accommodates multiple file types- PDF, scanned documents, video files, and audio files
- Modular by design to allow users to tailor the system to their specific requirements
- MDA-DRD primarily uses OnBase for case management, document management, and workflow processes
- MUCH more convenient than paper files for monitoring reviews by HUD and other parties, particularly when reviews are not conducted in the MDA offices

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OnBase ECM cont'd.

- Yearly maintenance fees: approximately \$45,000
- Additional charges for upgrades occur every few years and typically cost \$5,000-7,000 for MDA's system
- System is stored on MDA's network but is web-based and can be accessed through the Windows application or via a web browser
- Hyland Software still owns the software and controls/restricts how the platform can be altered

NOTE: To maintain eligibility for support/maintenance, licensees cannot alter the underlying database- must use Hyland's API and/or clients to update data in OnBase and their configuration tools for out of the box features. Currently, a developer must make those changes; however, end users will soon be allowed to make certain changes without IT expertise. Major functionality changes must still be performed by developers.

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Licenses

- LICENSES ARE REQUIRED; software must be installed on individual laptops
- 2 types of Licensing:

1. Individual User Licenses

- For small to mid-sized companies without frequent changes in scale or varying use cases
- Purchase licenses for individual users based on their specific needs
- Pricing varies depending on number of users and the functions they will perform
- Exiting employees will not reduce the overall cost of the license, which is based on the number of users

2. Enterprise Licensing (concurrent licenses- MDA has these)

- Suitable for organizations with highly fluctuating needs, such as growth or changes in scale or varied user needs
- Covers everyone in an organization at a fixed rate; can add or remove users without additional costs
- Ensures that every department has access to the add-ons they require without individually selecting and paying for each feature

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OnBase

- Primarily developed for MDA-DRD as a document management system
 - Scanning the contents of project files allows for digital storage and paperless review by HUD and other monitors
 - Easy to search for specific documents by keywords, dates, or document type
 - Document categories based upon the layout of DRD paper files
- OnBase is not directly linked to DRGR, though MDA runs reports to check against DRGR reports to ensure consistency of data
- As Katrina CDBG-DR programs were developed and implemented, the system was customized by HORNE to meet the needs of MDA-DRD
- HORNE and MDA-DRD are collaborating on enhancements to the system to accommodate Hurricane Zeta and Ida CDBG-DR programs

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Program Manager Functions

- Entering line-item budgets, start and end dates, performance measures, project status, and other identifying information for individual projects
- Initial level of review and processing of requests for cash and invoices submitted by subrecipients and contractors
- Tracking of project expenditures
- Initial level of review and processing of subgrant budget modifications and requests for extension of time submitted by subrecipients
- Updating project details when necessary to reflect changes approved in budget modifications, contract amendments, etc.
- Scanning all project documents into the system for digital storage and easy access by HUD, program monitors, and other MDA staffs

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Program Manager Functions cont'd.

- Generating CDBG-DR program-specific summary reports that include up-to-date information on project and program expenditures, performance measures, modifications, projected end dates, and other project details
 - Reports used to:
 - Brief the MDA Executive Team, State and local elected officials, HUD, and other interested parties on the status of CDBG-DR programs and individual projects
 - Serve as a tool for program managers to cross-check data entered in DRGR for quarterly performance reporting to HUD
- Retrieving copies of digital documents when requested by HUD and other program reviewers
 - Eliminates the need to transport cumbersome paper files to offsite locations
 - Maintain the original paper files safely in MDA-DRD offices or State Archives storage

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Program-Specific Home Pages

- Customizable by program manager/user
- Users are given access only to their programs or projects; prevents alteration of data by unauthorized personnel
- Home pages may be viewed as tiles or dashboard
- Project data may be exported to an Excel worksheet directly from these pages
- To access a specific activity or project, click on the project from the displayed list

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Economic Development Program Home Page

Online (MDA) Last Login: 2/23/2024 3:09:12 PM

File Home Economic Development Filter

Open Create Delete Add to Favorites Add to Personal Page Add to Tile Groups Save Filter Settings Auto Size Column Widths Reset Filter Settings Display Column Chooser Open in New Window Collapse All Print Print Preview Export to Excel Compose Document Refresh Retrieve all records Refresh Display as Dashboard

Economic Development

Filters

- Economic Development
 - Economic Development
 - KED Grants
 - KED Grants
- Tourism
 - Tourism
- Admin
 - All Programs
 - All Applicants
 - All Contacts
 - All RFIs (Economic Development)

GrantID	County	Applicant Name	Business	Project Purpose
R-103-001-01-KED	Adams	Adams County	Corrections Corp. of America (CCA)	Access road, water and sewer
R-103-001-02-KED	Adams	Adams County	Dynasteel Corporation	Purchase/installation of permanent crane for Adams Co. Port
R-103-001-04-KED	Adams	Adams County	Elevance Natchez Inc.	Rehab of wastewater treatment system
R-103-012-01-KED	Clarke	Clarke County	Kamp-Rite Tent Cot, Inc.	Loan for equipment
R-103-015-01-KED	Copiah	Copiah County	Advance Auto	Drainage, water, road improvements
R-103-023-01-KED	Hancock	Hancock County	PSL	Water, drainage, rail, lighting, earthwork, general sitework
R-103-023-02-KED	Hancock	Hancock County	MAC / Belevance	Building renovation
R-103-023-03-KED	Hancock	Hancock County	Hay, 607/Sternis Space Center/NASA	Widening of Hay, 607 from Hay, 90 to I
R-103-023-04-KED	Hancock	Hancock County	Rolls-Royce (Project Hlay)	Construction of new jet engine test bed
R-103-024-01-KED	Harrison	Harrison County	Gulf Ship, LLC	Boat launching facility
R-103-024-02-KED	Harrison	Harrison County	Trinity Marine	Synchro lift boat launching system
R-103-024-03-KED	Harrison	Harrison County	Gulf Coast Coliseum and Convention Center	Construct parking facility, renovate public building, road improvements
R-103-024-04-KED	Harrison	Harrison County	Gulfport-Biloxi Regional Airport	Expansion of John Hill Boulevard from 6 to four lanes
R-103-024-05-KED	Harrison	Harrison County	Gulfport Highlands Development LP	Access road, water, sewer, drainage, utility work
R-103-025-01-KED	Hinds	Hinds County	King Edward/Standard Life	Loan for equipment & working capital
R-103-026-01-KED	Holmes	Holmes County	Advanced Welding & Industrial Supply	Drainage, roads, water, sewer, lighting

Currently viewing 64 of 64 records

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Economic Development Grant Home Page

Actions History Documents Discussions Print Navigation

Grant Budget Request for Cash

Economic Development Grant Created By: PCOUNTS 5/1/2015 11:43:51 AM

Grant Information

Grant Identifier: R-103-960-01-KED Applicant: MS Gulf Coast Community College

Program Type: Economic Development County: Harrison

Business: School of Nursing

Project Purpose: Construct a new MGCCC School of Nursing at Tradition

Grant Administrator: Chris Gouras

Project Data

Status: Closed

Date Awarded: 1/19/2015 Contract Signed: 3/25/2015 Contract Start Date: 1/19/2015 Contract End Date: 12/31/2021

Construction Started: YES Construction Start: 3/14/2016 Projected Complete: 8/31/2017 Construction Complete: 11/1/2018

Projected Closeout: 6/30/2020 Actual Closeout: 8/8/2022

Projected Jobs Created: 23 Actual Jobs Created: 23 LMI Jobs Created: 13

Projected Jobs Retained: 0 Actual Jobs Retained: 0 LMI Jobs Retained: 0

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Economic Development Grant Budget Page

Economic Development Grant

File Save Save and Close Add to + Refresh Subscribe History Documents Forms Import Start a Discussion Print First Object Previous Object Next Object Last Object

Grant **Budget** Request for Cash

Economic Development Grant Created By: PCOUNTS 5/1/2015 11:43:51 AM

Allocated Total \$14,097,061.50 Disbursed Total \$14,097,061.50

Budget Sources

Number	Source	Amount
1	CDBG	\$12,075,000.00
2	Company	\$2,022,061.50

1 - 2 of 2 records Show 100 records

Create Budget Activity Update Activity Source

Budget Activities

Number	Activity Description	CDBG Amount	CDBG Requested	CDBG Remaining	Match Amount	Match Requested	Match Remaining
1	General Administration	\$215,000.00	\$215,000.00	\$0.00	\$0.00	\$0.00	\$0.00
2	General Administration/Application Prep	\$10,000.00	\$10,000.00	\$0.00	\$0.00	\$0.00	\$0.00
3	Architectural/Engineering	\$670,543.97	\$670,543.97	\$0.00	\$0.00	\$0.00	\$0.00
4	Construction	\$11,147,907.03	\$11,147,907.03	\$0.00	\$42,398.42	\$42,398.42	\$0.00
5	Cultural Resources/Wetlands Delineation	\$31,549.00	\$31,549.00	\$0.00	\$0.00	\$0.00	\$0.00
6	Contingency	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
7	Equipment	\$0.00	\$0.00	\$0.00	\$1,979,663.08	\$1,979,663.08	\$0.00

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Economic Development Grant Budget Modification Page

Budget Modification

File Save Save and Close Add to + Refresh Subscribe History Documents Forms Import Start a Discussion Print First Object Previous Object Next Object Last Object

Budget Modification CDBG Match Created By: THINES 12/9/2021 11:33:17 AM

Modification Number: 8 Contract End: 12/31/2021

Modification Status: Approved

Modification Date: 12/9/2021

Process Budget Mod Processed Deny Budget Mod

Before Modification

Total CDBG Amount: \$12,075,000.00

Total Match Amount: \$2,000,000.00

Contracted End Date: 12/31/2021

After Modification

Total CDBG Amount: \$12,075,000.00

Total Match Amount: \$2,022,061.50

Contracted End Date: 12/31/2021

This modification extends the subgrant end date to 12/31/2021 and updates the MGCCO budgeted amount and line item budget to reflect final, actual expenditures.

Comments:

Update Activities List

Modification per Activity

Number	Activity	Current (CDBG)	Proposed (CDBG)	Change (CDBG)	Current (Match)	Proposed (Match)	Change (Match)
1	General Administration	\$215,000.00	\$215,000.00	\$0.00	\$0.00	\$0.00	\$0.00
2	General Administration/Application Prep	\$10,000.00	\$10,000.00	\$0.00	\$0.00	\$0.00	\$0.00
3	Architectural/Engineering	\$670,543.97	\$670,543.97	\$0.00	\$0.00	\$0.00	\$0.00
4	Construction	\$11,147,907.03	\$11,147,907.03	\$0.00	\$42,398.42	\$42,398.42	\$0.00
5	Cultural Resources/Wetlands Delineation	\$31,549.00	\$31,549.00	\$0.00	\$0.00	\$0.00	\$0.00

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Economic Development Grant Request for Cash Page 1

Economic Development Grant

File | Economic Development Grant | Save and Close | Add to | Subscribe | Refresh | History | Documents | Forms | Import | Start a Discussion | Print | First Object | Previous Object | Next Object | Last Object

Grant: Budget: Request for Cash

Economic Development Grant Created By: PCOUNTS 5/1/2015 11:43:51 AM

Allocated Total: \$14,097,061.50 Disbursed Total: \$14,097,061.50

Requests for Cash

Create Request for Cash Budget Status: Budget Mod Processed

All Cash Requests for this Grant

Request #	Signed by PM	Signed by Applicant	Received by MDA	Request Amount	Description	Last Updated	Processed
39	12/9/2021	11/29/2021	12/2/2021	\$10,000.00		12/9/2021	<input checked="" type="checkbox"/>
38	12/18/2019	11/5/2019	12/9/2019	\$75,000.00		12/18/2019	<input checked="" type="checkbox"/>
37	5/17/2019	4/23/2019	5/13/2019	\$36,949.17		7/10/2019	<input checked="" type="checkbox"/>
36	8/6/2018	7/16/2018	7/27/2018	\$118,807.09		8/6/2018	<input checked="" type="checkbox"/>
35	4/2/2018	3/23/2018	4/2/2018	\$381,195.98		4/3/2018	<input checked="" type="checkbox"/>
34	3/26/2018	2/26/2018	3/8/2018	\$209,295.45		4/3/2018	<input checked="" type="checkbox"/>
33	2/6/2018	1/23/2018	2/5/2018	\$427,361.91		2/6/2018	<input checked="" type="checkbox"/>
32	1/3/2018	12/13/2017	12/21/2017	\$695,772.01		1/3/2018	<input checked="" type="checkbox"/>

1 - 39 of 39 records Show 100 records

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Economic Development Request for Cash Page 2

Request for Cash

File | Request for Cash | Save and Close | Add to | Subscribe | Refresh | History | Documents | Forms | Import | Start a Discussion | Print | First Object | Previous Object | Next Object | Last Object

Request for Cash Created By: THINES 12/9/2021 11:41:54 AM

Request # 39 From 4/1/2021 Thru 4/30/2021

Request Description

Last Updated 12/9/2021 ☒ Processed

Totals: Budget Amount \$12,075,000.00 Total Prior Requested \$12,045,000.00 This Request \$10,000.00 Total Requested \$12,075,000.00 Remaining Balance \$0.00

Signed by PM 12/9/2021 Signed by Applicant 11/29/2021 Received by MDA 12/2/2021

Process Request for Cash Calculate Request Totals

Request for Cash per Activity - Federal

#	Description	Budgeted	Prior Requests	This Request	Remaining
1	General Administration	\$215,000.00	\$205,000.00	\$10,000.00	\$0.00
2	General Administration/Application Prep	\$10,000.00	\$10,000.00	\$0.00	\$0.00
3	Architectural/Engineering	\$670,543.97	\$670,543.97	\$0.00	\$0.00
4	Construction	\$11,147,907.03	\$11,147,907.03	\$0.00	\$0.00
5	Cultural Resources/Wetlands Delineation	\$31,549.00	\$31,549.00	\$0.00	\$0.00
6	Contingency	\$0.00	\$0.00	\$0.00	\$0.00
7	Equipment	\$0.00	\$0.00	\$0.00	\$0.00

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Economic Development Sample Report

KATRINA CDBG ECONOMIC DEVELOPMENT PROJECT SUMMARY AS OF 3-11-2024

GrantID	County	Applicant Name	Business	Project Purpose	Status	Allocated CDBG	Disbursed CDBG	Remaining CDBG	% Spent CDBG	LMI Jobs Created	Jobs Created Projected	Jobs Created Actual	Closeout Projected	Closeout Actual	Budget Status
R-103-001-01-RED	Adams	Adams County	Corrections Corp. of America (CCA)	Access road, water and sewer	Closed	\$3,925,625.00	\$3,925,625.00	0	100	156	275	276	5/9/2014	5/9/2014	Budget Mod Processed
R-103-001-02-RED	Adams	Adams County	Dynasteel Corporation	Purchase/Installation of permanent crane for Adams Co. Port	Closed	\$960,421.00	\$960,421.00	0	100	28	40	52	5/13/2011	5/13/2011	Budget Mod Processed
R-103-001-04-RED	Adams	Adams County	Elevance Natchez Inc.	Rehab of wastewater treatment system	Withdrawn	\$30,000.00	\$30,000.00	0	100	0	104	0	12/31/2017	6/9/2017	Budget Mod Processed
R-103-012-01-RED	Clarke	Clarke County	Kamp-Rite Tent Cot, Inc.	Loan for equipment	Withdrawn	\$22,500.00	\$22,500.00	0	100	0	40	0	9/1/2010	11/22/2011	Budget Mod Processed
R-103-015-01-RED	Copiah	Copiah County	Advance Auto	Drainage, water, road improvements	Closed	\$617,000.00	\$617,000.00	0	100	33	35	41	12/19/2013	12/19/2013	Budget Mod Processed
R-103-023-01-RED	Hancock	Hancock County	PSL	Water, drainage, rail, lighting, earthwork, general sitework	Closed	\$9,000,000.00	\$9,000,000.00	0	100	164	275	289	9/30/2014	1/30/2013	Budget Mod Processed
R-103-023-02-RED	Hancock	Hancock County	MAC / Belevance	Building renovation	Closed	\$1,981,042.50	\$1,981,042.50	0	100	36	50	53	3/31/2018	2/2/2017	Budget Mod Processed
R-103-023-03-RED	Hancock	Hancock County	Hwy. 607/Tennis Space Center/NASA	Widening of Hwy. 607 from Hwy. 90 to 1-59	Transferred	\$0.00	\$0.00	0	0	0	200	0	6/30/2019		Budget Mod Pending
R-103-023-04-RED	Hancock	Hancock County	Rolls-Royce (Project tslay)	Construction of new jet engine test bed	In Closeout	\$6,000,000.00	\$6,000,000.00	0	100	18	35	38	3/31/2017		Budget Mod Processed
R-103-024-01-RED	Harrison	Harrison County	Gulf Ship, LLC	Boat launching facility	Closed	\$12,000,000.00	\$12,000,000.00	0	100	427	800	800	11/20/2013	11/20/2013	Budget Mod Processed
R-103-024-02-RED	Harrison	Harrison County	Trinity Marine	Synchro lift boat launching system	Closed	\$17,000,000.00	\$17,000,000.00	0	100	343	650	674	1/30/2015	1/30/2015	Budget Mod Processed
R-103-024-03-RED	Harrison	Harrison County	Gulf Coast Coliseum and Convention Center	Construct parking facility, renovate public building, road improvements	Closed	\$17,336,753.03	\$17,336,753.03	0	100	169	250	275	12/31/2016	3/1/2019	Budget Mod Processed
R-103-024-04-RED	Harrison	Harrison County	Gulfport-Biloxi Regional Airport	Expansion of John Hill Boulevard from two to four lanes	Closed	\$2,163,842.19	\$2,163,842.19	0	100	23	42	42	9/30/2014	9/9/2014	Budget Mod Processed
R-103-024-05-RED	Harrison	Harrison County	Gulfport Highlands Development L.P.	Access road, water, sewer, drainage, utility work	Construction Complete - Pending Job Creation	\$4,985,604.58	\$4,983,104.58	2500	99.949852	5	250	24	9/30/2018		Budget Mod Processed
R-103-025-01-RED	Hinds	Hinds County	King Edward/Standard Life	Loan for equipment & working capital	Closed	\$2,300,000.00	\$2,300,000.00	0	100	93	115	128	7/17/2013	7/17/2013	Budget Mod Processed
R-103-026-01-RED	Holmes	Holmes County	Advanced Welding & Industrial Supply	Drainage, roads, water, sewer, lighting	Closed	\$846,922.70	\$846,922.69	0	100	0	35	0	6/30/2016	5/23/2016	Budget Mod Processed
R-103-030-01-RED	Jackson	Jackson County	Northrop Grumman - Singing River	Building rehab - Singing River	Closed	\$1,774,966.86	\$1,774,966.86	0	100	16	30	30	11/28/2011	11/28/2011	Budget Mod Processed
R-103-030-02-RED	Jackson	Jackson County	Northrop Grumman - airport	Airport runway improvements	Closed	\$813,480.21	\$813,480.21	0	100	11	20	20	5/10/2012	5/10/2012	Budget Mod Processed

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Document Scanning Process

- Document Caches should be customized for each CDBG-DR program
- Program managers work with OnBase programmers to set up document lists and identify keywords for searches
- Scanning stations can be set up at each program manager's workstation OR in common work areas
- Nomenclature should be consistent across each program- for example, always use "Request for Cash" or "RFC" rather than changing the naming conventions each time you scan documents; this will simplify a reviewer's search
- Creating written scanning guidelines might be useful, particularly when several staff members are performing scanning duties for multiple CDBG-DR programs

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Document Scanning cont'd.

- Try to scan documents on a regular basis to ensure that program reviewers have the most recent documents available
- Do not allow too many documents to pile up before scheduling a scanning session, as it is easy for documents to be misplaced or misfiled
- Be as descriptive as possible to enable viewers to quickly find the documents they need- provide dates of service, subject matter of correspondence, and other details
- Place scanned documents in official grant files as soon as possible after they are scanned

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Document Scanning Screen

Economic Development Grant - Import Document

Upload

Document Type Group: Economic Development

Document Type: ECD Quarterly Report

File Type: Image File Format

Document Date: 03/11/2024

Keywords

ECD Grant #

ECD Grant Name

ECD Grant Event

City

County Name

ECD File Section

ECD Source

Options

☐ Open Document After Import

☐ Delete Files After Import

☐ Hide Scanner Settings

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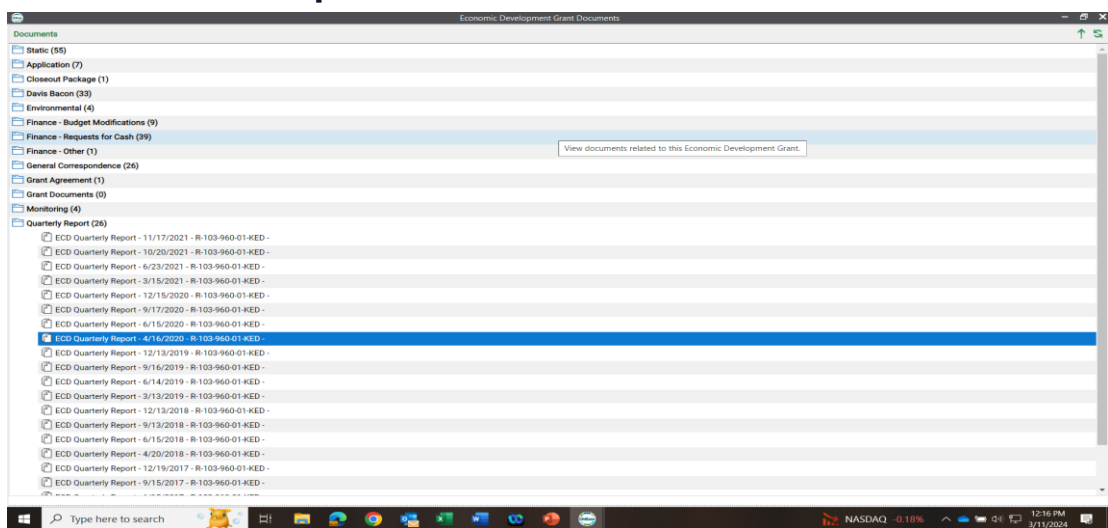
Document Retrieval Process

- User can search for, view, and print scanned documents
- Can search by document type, keyword, or dollar amount
- Drop-down menus for each document type allow the user to select individual documents
- Program managers can also re-index scanned documents that were filed using incorrect keywords or scanned into the wrong project files- no need to delete and re-scan the documents

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Economic Development Document Retrieval Screen



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Housing Programs and OnBase

- Hurricane Katrina rental property restoration and home repair and reconstruction programs, with nearly 20,000 applicants, used a customized version of OnBase as its system of record and program management and workflow tool
- OnBase WorkView, a Rapid Application Development module, used to design custom Case Management and Workflow solutions
 - Neighborhood Home Program (NHP)
 - Neighborhood Rental Restoration Program (NRRP)
 - Small Rental Assistance Program (SRAP)
 - Long Term workflow Housing (LTWH)
- This customized system has been through a number of revisions and is now known as Canopy

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Housing Programs and OnBase cont'd.

- OnBase was used as an “end-to-end” live-time workflow tool for:
 - All eligibility steps including environmental assessments
 - Applicant disqualifications and appeals
 - Construction process
 - All scheduling including contractor assignments, inspections, requests for approvals such as change orders
 - Final Inspections
 - Review of Contractor requests for payment
 - Closeout

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Housing Programs and OnBase cont'd.

- All housing program staff members and contractors were required to use OnBase as the instrument for all communication
- This created a single, digital repository for all communications associated with a single project:
 - Interactions with applicants
 - State staff-contractor interactions and decisions
 - Other elements as required
- All documents were linked to the appropriate application and stored in a readily accessible format

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Workflow Tool Functions- Housing Programs

- Y Assigned for Construction
- Y Pending Construction Start
- Y Construction In Process
- Y On Hold
- Y Pending Punchlist Completion
- Y Pending WEI Final Inspection Approval
- Y Pending Pay Request Docs
- Y Pending Home Pay Request Review
- Y Submitted to MDA for Payment
- Y Construction Completed

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Centralized Data System- Housing Programs

All data for each applicant accessed from the project's home page:

[Application](#)
[Journal Entry](#)
[Notes](#)
[Owners/Corp Officers](#)
[Initial Work Program](#)
[Title Work](#)
[Subordination](#)
[Circle Back WP](#)
[Duplication of Benefits](#)
[Calculation](#)
[Inspections](#)
[Preliminary Flood Check](#)

09SR2102518

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Sample NHP Application Page

Application - 10KH00787 - Google Chrome

onbase.mississippi.org/AppNet/WorkView/ObjectViewer.aspx?applicationID=10258&ObjectID=1189413&ClassID=12748&ScreenID=12656&OBToken=ebea20a7-5355-4b7f-9ba1-568015c898...

Application CMA Contact Initial Work Program Eligibility/Cottage List AMI DOB Title Work Repair Estimate Elevation Review Construction Rental Renaissance DNO Appeals Disputes

Application - 10KH00787

Created By: SKIDD
11/17/2010 12:47:53 PM

Application ID	First Name	Middle	Last Name
Status	Status Detail	Status Date	
Application Complete	Full Repair	1/27/2015	

Intake Information

Disaster Address	Disaster Apt/Lot Number	Day Time Phone	Night Time Phone
Disaster City	Disaster Zip	Disaster County	Parcel Number
Laurel	39440	Jones	
Responsible Agency			

Assistance Requested

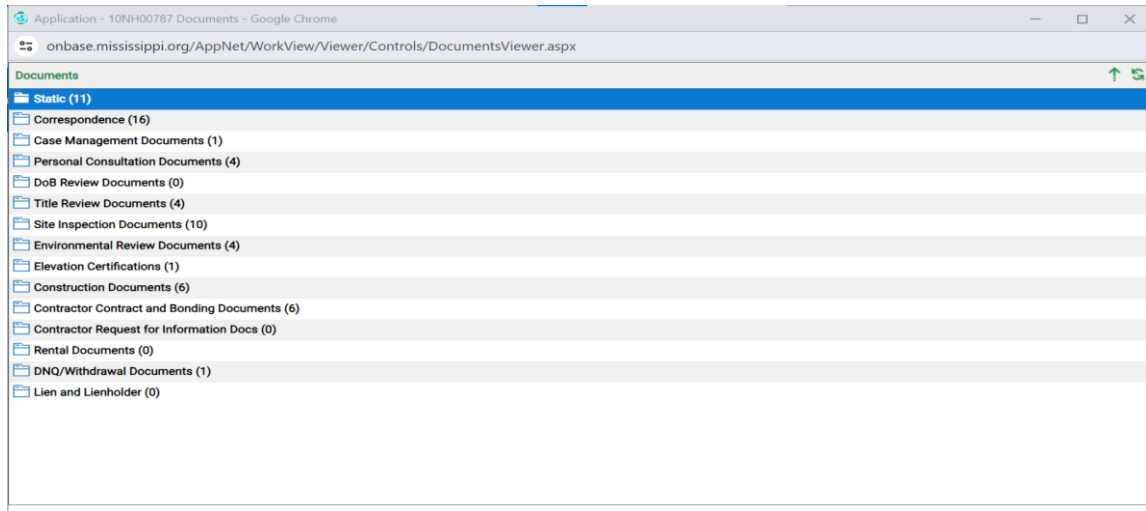
Type Of Assistance	Amount Of Assistance Requested
Repair	\$25,000 to \$35,000

Print Rental Docs
Print FC Funds Request
Print CD Funds Request
Add Initial Work Program
Print Personal Consultation Form
Print Release and Consent Form
Print Primary Residence Statement

32



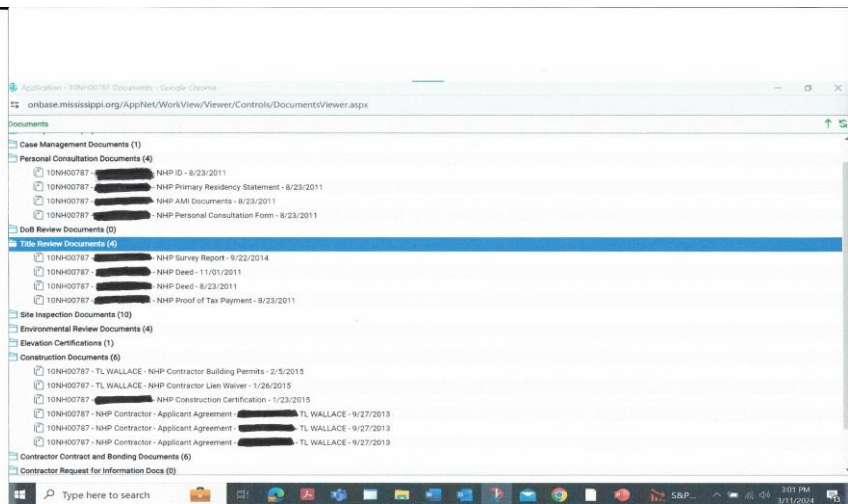
NHP Document List & Retrieval Screen



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NHP Document List-Drop-Down Menus and Examples of Documents



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Housing Programs-Contractor Payment Process

- Project scopes of work and contractor invoices were loaded into the system for program managers to review for accuracy and processing of payments
- OnBase interfaced with the State accounting system to send requests for reimbursement to the State Department of Finance and Administration (DFA)
- DFA issued physical checks to the contractors

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Housing Programs and OnBase- Reporting

- Allows for the generation of real-time, customizable reports:
 - Production reports
 - Pending or existing points of project slow-down
 - Individual queries
 - Contractor performance
 - Applicant concerns
 - Financial status including planned expenditures and payments to date

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Setting an Example

- Other State and Local Governmental Agencies utilizing OnBase:
 - Texas GLO
 - City of Houston
 - State of Nebraska
- Local Entities utilizing OnBase:
 - Southern Farm Bureau Life Insurance Company
 - Ergon
 - HORNE LLP
 - Miller Transportation Services

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Recognition from HUD

- OnBase was designated by HUD monitors as a “Best Practice” for program management because of its ease of access to documents required for the review process
 - Review of electronic documents deemed less burdensome and time-consuming than transporting and searching through paper files
 - Paper files are still maintained by MDA-DRD and moved to State Archives after program closeout

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Lessons Learned

- Purchasing “off the shelf” is fine if you do not require too much customization OR if the software is readily customizable
- Do not rush into procurement of a system; take time to identify your needs and solicit feedback from end users
- Be sure the system you select meets the needs of the organization- bells and whistles are great, but **ONLY** if the system delivers what your organization needs

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Lessons Learned cont'd.

- Determine the system’s capability for alteration and expansion as you identify additional requirements of your organization
- Be sure your organization and/or contractor have staff members on hand who can manage and maintain the system and hardware that can support the system
- Be consistent with scanning nomenclature; written guidelines are helpful

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QUESTIONS?

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