

Department: County Human Services **Program Contact:** Mark Sanford
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Requested
Related Programs: 25026A, 25026C
Program Characteristics: One-Time-Only Request, Out of Target

Executive Summary

The Aging, Disability & Veterans Services Division (ADVSD) Public Guardian and Conservator Program (PGC) protects older adults, people with disabilities, and Veterans under court authority. This program offer purchases a new software system to replace an at-risk legacy system that provides essential information for programmatic decision making. The result will be a stable, secure system with improved reporting capacity and the ability to measure quality outcomes for clients.

Program Summary

ISSUE: The PGC IT System Replacement project will reduce client and program risk and improve service delivery by modernizing technology. The project replaces the current outdated, unsupported, and fragmented at-risk legacy system. The primary data systems are Microsoft Access databases developed twenty years ago and are now minimally supported within the County and are at risk for cataclysmic failure as assessed by County IT. A 2016 County audit found the system does not meet auditing standards and supported replacement. A project team reviewed performance issues and determined that the PGC financial system could not meet accounting standards and was replaced. However, the PGC client data system remains fragmented and does not currently meet County security standards. County IT has spent 100+ hours in the last two years fixing crashes, maintaining operations, and addressing remote access issues. IT can only provide basic technical support to keep the system running which prevents PGC from complying with department equity data standards for collecting race and ethnicity data to identify disparities and report on performance metrics.

PROGRAM GOAL: Deputy public guardians spend significant time away from the office and provide 24-hour on-call coverage, yet have limited and unpredictable access to the information they need to effectively serve 180+ protected persons under court authority. The Public Guardian is legally bonded, certified, and insured because of the litigation risks associated with the program's fiduciary duties. The current system cannot adequately safeguard the program from lost files or information, which could potentially have legal impacts for the County and pose safety risks for their clients. The new system will provide access to critical client information while staff are away from the office responding to medical, residential and other provider inquiries in addressing care and safety needs. The system will also provide accurate and accessible data needed for decision-making, program performance, and statistical reports.

PROGRAM ACTIVITY: The purchase of an online vendor-based solution to replace the current system will require one-time-only funding to cover initial costs for data migration, customization, and implementation to provide an accessible, stable, improved platform for data integrity and service delivery. This program offer is connected to 25026C and will sustain the new system through ongoing web-based access to data and record management that meets industry and legal standards for providing quality guardianship services.

Performance Measures

Measure Type	Primary Measure	FY18 Actual	FY19 Purchased	FY19 Estimate	FY20 Offer
Output	New Public Guardian data system purchased and in operation	N/A	N/A	1	1
Outcome	At-risk legacy system no longer utilized for critical program data	N/A	N/A	N/A	1
Output	Legacy data system archived in DCHS SQL for historic reporting and integration with new data systems	N/A	N/A	N/A	1

Performance Measures Descriptions

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2019	2019	2020	2020
Internal Services	\$0	\$0	\$300,000	\$0
Total GF/non-GF	\$0	\$0	\$300,000	\$0
Program Total:	\$0		\$300,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Total Revenue	\$0	\$0	\$0	\$0

Explanation of Revenues

Significant Program Changes

Last Year this program was: