

Department: County Human Services **Program Contact:** Mark Sanford
Program Offer Type: Existing Operating Program **Program Offer Stage:** As Requested
Related Programs: 25026A, 25026B
Program Characteristics: 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 ongoing licensing and maintenance fees for a new software system to replace an at-risk legacy system (see program offer 25026B).

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 The project replaces the current outdated, unsupported, and fragmented at-risk legacy system.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: In addition to the initial costs related to the purchase and implementation of a vendor-based software solution (see Program Offer #25026B) an ongoing monthly licensing, maintenance and updating fee is necessary to maintain and improve the new software system over time. Funding this program offer will allow ongoing access to the vendor-based solution for data management and service continuity.

Performance Measures

Measure Type	Primary Measure	FY18 Actual	FY19 Purchased	FY19 Estimate	FY20 Offer
Output	Licensing fees purchased to sustain new primary system of record	N/A	N/A	N/A	1
Outcome	At risk legacy system no longer utilized for critical program data	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
	2019	2019	2020	2020
Program Expenses				
Materials & Supplies	\$0	\$0	\$45,000	\$0
Total GF/non-GF	\$0	\$0	\$45,000	\$0
Program Total:	\$0		\$45,000	
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: