



**Program #78339 - DCHS Workflow Software** FY 2025 Department Requested

**Department:** County Assets **Program Contact:** Daniel Cole  
**Program Offer Type:** New Request **Program Offer Stage:** Department Requested

**Related Programs:**

**Program Characteristics:** One-Time-Only Request, Out of Target

**Executive Summary**

The Department of Health and Human Services (DCHS) has a number of divisions that struggle to manage workflow both internally within teams and then with people seeking services in the community. This program would fund the implementation of a workflow management tool that could be used across divisions to track work, assign and follow up on tasks, ensure quality service delivery with the public, and increase staff productivity.

**Program Description**

DCHS divisions use several tools to help manage workflow, including spreadsheets, shared mailboxes, paper processes, and other smaller software tools for project management. There has not been a comprehensive approach to implementing software that could help to manage workflow across a number of divisions, and to ensure that service delivery matches expectations and goals.

This program would fund the analysis and research to determine the opportunities to streamline operations and to determine the best fit software to meet the needs. Upon completion of analysis and research, Department of County Assets' (DCA) procurement and contracting team would be engaged to facilitate the procurement process to obtain the right solution. Following solution selection, IT will manage the implementation and operationalization of new workflow software in partnership with DCHS subject matter experts.

An equity lens would be applied to the workflow review and implementation of any tool to ensure marginalized communities are not negatively impacted by technology and supporting processes, and to ensure that the delivery of services using technology inclusively leads with race.

**Performance Measures**

Measure Type	Performance Measure	FY23 Actual	FY24 Budgeted	FY24 Estimate	FY25 Target
Output	A set of documented requirements necessary to procure workflow management software	N/A	N/A	N/A	100%
Outcome	Procurement process completed	N/A	N/A	N/A	100%

**Performance Measures Descriptions**

- PM #1 - A clear set of requirements will help ensure that the technology solution meets DCHS' needs
- PM #2 - Demonstrates progress toward implementing a software solution that will support increased efficiency of staff, provide better service to the public, and better reporting on program objectives in DCHS

**Revenue/Expense Detail**

	<b>Adopted General Fund</b>	<b>Adopted Other Funds</b>	<b>Department Requested General Fund</b>	<b>Department Requested Other Funds</b>
<b>Program Expenses</b>	<b>2024</b>	<b>2024</b>	<b>2025</b>	<b>2025</b>
Contractual Services	\$0	\$0	\$500,000	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$500,000</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$500,000</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

<b>Program Revenues</b>				
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

**Explanation of Revenues**

This program is funded with one-time-only General Fund.

**Significant Program Changes**

Last Year this program was: