Division: Information Technology

Program Characteristics: One-Time-Only Request

Program Description

This program addresses the need for the Department of County Human Services to have a more comprehensive software solution for managing their work, whether it is workflow or case management. Better operational tools will help staff provide services to the community that are more efficient. Several divisions within the Department of County Human Services use different tools to manage their work. These include spreadsheets, shared email accounts, and much more. However, there's no single software used across all divisions to efficiently manage workflows and guarantee services meet expectations.

This program aims to fund research to identify ways to improve operations and find the best software solution to address these needs. A broad range of staff will participate in making decisions around the selection of tools and identifying the business capabilities that the software needs to meet. Once the research is done, the Department of County Assets will handle the process of acquiring the software. After the software is selected, Information Technology, working with department experts, will oversee its implementation. They will consider how these changes might affect different groups to ensure that technology and related processes are delivered with a focus on racial equity.

An application rationalization project is currently underway with solutions implemented in 2027.

Equity Statement

Tracking and managing the service delivery effectively will benefit all people and make sure equal access targets are achieved.

Revenue/Expense Detail

	2026 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
Contractual Services	$0	$500,000	$0	$500,000
Total GF/non-GF	**$0**	**$500,000**	**$0**	**$500,000**
Total Expenses:	**$500,000**		**$500,000**	
Program FTE	0.00	0.00	0.00	0.00
Program Revenues				
Beginning Working Capital	$0	$500,000	$0	$500,000
Total Revenue	**$0**	**$500,000**	**$0**	**$500,000**

Performance Measures

Performance Measure	FY25 Actual	FY26 Estimate	FY27 Target
A set of documented requirements necessary to implement workflow management improvements.	N/A	N/A	100%
Workflow process improvements implemented.	N/A	N/A	100%