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COUNTY OF ERIE

MARK C. POLONCARZ
COUNTY EXECUTIVE

January 18, 2016

Erie County Legislature
92 Franklin Street, 4th Floor
Buffalo, New York 14202

Re: Software Support Services

Dear Honorable Members:

The attached resolution requests authorization to enter into a contract with Community Connections of New York (CCNY) to provide software support services.

The Department of Social Services Youth Services Division has previously contracted with CCNY to develop and implement an online reporting and dashboard software system which provides useful, easy to understand reports used by the Juvenile Delinquency Services team. Youth Services Division wishes to contract with CCNY for full-time software support coverage of the four applications, owned by DSS, on the Salesforce platform developed and implemented by CCNY.

Should your Honorable Body require further information, I encourage you to contact Paul Kubala at Erie County Secure Detention. Thank you for your consideration on this matter.

Sincerely yours,

A handwritten signature in black ink that reads "Mark Poloncarz".

Mark C. Poloncarz, Esq.
Erie County Executive

MCP/lb
Enclosure

MEMORANDUM

To: Honorable Members of the Erie County Legislature
From: Erie County Youth Services
Re: Software Support Services
Date: January 18, 2016

SUMMARY

The Department of Social Services Youth Services Division has previously contracted with Community Connections of New York (CCNY) to develop and implement an online reporting and dashboard software system which provides meaningful, easy to understand reports used by the Juvenile Delinquency Services Team (JDST).

The Youth Services Division wishes to contract with CCNY for full-time software support coverage of the four applications, owned by DSS, on the Salesforce platform developed and implemented by CCNY.

FISCAL IMPLICATIONS

The 2015 software support proposal is not to exceed \$2,989. Funding has been appropriated in the Youth services budget line 516010 Contract Payments.

REASONS FOR RECOMMENDATION

In order to support the four applications, owned by DSS, on the Salesforce platform, it is recommended that there be full-time support coverage for the users of the system. The support technicians are responsible for basic computer issues, solving technical problems and investigating elevated issues by confirming the validity and seeking known solutions related to these more complex issues.

BACKGROUND INFORMATION

In order to understand the impact of youth services programming on the children being served in Erie County, the department of Social services youth services division required reporting that is useful, easy to understand, meaningful, and intuitive to use. Prior to CCNY software implementation, the performance measures system gathered data during a calendar year rather than school year, reported measures that were meaningless to both agencies and funders, and was expensive to maintain. If the youth services department continued to use the old system, we would not have knowledge about the impact of our funding, and would be wasting a quarter of each agencies funding on a reporting system that doesn't work.

CONSEQUENCES OF NEGATIVE ACTION

It is in the interest of expediency and expertise that the vendor who developed the system also provide on-call, urgent support and management to alleviate situations that keep necessary personnel from using the system.

STEPS FOLLOWING APPROVAL

Contract reflecting needed services and funding will be executed.

**A RESOLUTION SUBMITTED BY:
YOUTH SERVICES DIVISION**

RE: Software Support Services

WHEREAS, the Youth Services division has available balances within their current budget to contract with Community Connections of New York (CCNY) for full-time software support coverage of the four applications, owned by DSS, on the Salesforce platform developed and implemented by CCNY.

NOW, THEREFORE, BE IT

RESOLVED, that the County Executive is hereby authorized to enter into a contract with CCNY to provide full-time software support coverage of the online reporting and dashboard system in the amount of \$2,989, funding currently being available in account 516010, contract payments, of the Youth Services Division; and be it further

RESOLVED, that certified copies of this resolution be transmitted to the County Executive, the Division of Budget and Management, the Office of the Comptroller, the Department of Social Services, and the Division of Youth Services.