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COUNTY OF ERIE

MARK C. POLONCARZ
COUNTY EXECUTIVE

February 26, 2016

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

Re: Youth Services Software Support

Dear Honorable Members:

The attached resolution requests authorization to enter into a contract with CCNY to provide software support and license services to the Department of Social Services Youth Services Division.

Youth Services has previously contracted with CCNY to develop and implement an online reporting and dashboard software system which provides useful, easy to understand reports. The Youth Services Division wishes to contract with CCNY for full-time software support coverage and 132 annual licenses 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,

Mark C. Poloncarz, Esq.
Erie County Executive

DCE

MCP/lb
Enclosure

cc: Deputy Paul Kubala, Youth Services Division

MEMORANDUM

To: Honorable Members of the Erie County Legislature
From: Erie County Youth Services
Re: Youth Services Software Support
Date: February 26, 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) and the Youth Bureau Division. CCNY developed and implemented four application systems for use by DSS: DDRS, Youth Services Reporting Dashboard, Foster Care Dashboards and Reports, and Juvenile Delinquent Services Team Dashboards. These applications, now owned by DSS, are run on the Salesforce platform.

The Youth Services Division wishes to contract with CCNY for full-time software support coverage and 132 licenses to support the four applications on Salesforce—the platform that houses the applications.

FISCAL IMPLICATIONS

The software support and license proposal not to exceed amount is \$20,658. The monies have been appropriated in the Youth Services budget line 516020 – Professional Services.

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, and annual license agreements to support the applications on Salesforce.

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.

Each license type provides different functions, i.e. user access, protected health information access, site access, etc. The licenses provide the access and tools to run the applications on the Salesforce platform.

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 not timely nor relevant, and was expensive to maintain. If the youth services department continued to use the old system, we would not have accurate knowledge about the impact of our funding.

CCNY has helped develop four applications for online reporting and dashboard services uniquely customized to meet the various reporting needs of the Youth Services division. The applications present relevant data in a meaningful, easy to understand format useful for reporting effectiveness of services and programs.

CONSEQUENCES OF NEGATIVE ACTION

The dashboards and reports are utilized as an indicator to needed practice changes across the system of care; to facilitate the compiling and extraction of data; to analyze trends in current/past placements and to look towards developing strategies to prevent further youth penetration of the Juvenile Justice System.

DISS staff has reviewed the CCNY 2016 proposal and responded, "...The pricing seems to be in line with other support contracts..." In addition, DSS upper management reported that the services provided by CCNY are not something that could be easily absorbed by TSU (tech support) or DISS.

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: Youth Services Software support Services

WHEREAS, the Youth Services Division has previously contracted with Community Connections of New York (CCNY) to develop and implement an online reporting and dashboard software system; and

WHEREAS, annual license agreements to support the applications on the platform are required; and

WHEREAS, full-time support coverage is desired for basic computer issues, solving technical problems and investigating elevated issues; and

WHEREAS, development, support and implementation of said services is not efficiently provided by Erie County Department of Information Support Services; and

WHEREAS, because CCNY has developed and implemented the four application systems in use by Youth Services it is deemed best to maintain their services and expertise as a contract vendor; and

WHEREAS, Youth Services Division is seeking the consistency and compatibility the use of this vendor will provide; and

WHEREAS, the Youth Services Division has available balances within their 2016 budget to contract with Community Connections of New York for the annual purchase of 132 licenses and full-time software support coverage of the four applications, owned by DSS, on the Salesforce platform.

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 and 132 licenses in the amount of \$20,658, funding being available in account 516020, professional services, of the Youth Services Division; and be it further

RESOLVED, the County Administrative Code requirement in section 19.08 Request for Proposals (RFP) is hereby waived, 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.