
July 1, 2008

To: C. Ray Wierson, County Administrator

From: Matt Hirst, Information Technology Director

Subject: Approval of Community Services Client Management Information System (MIS) software upgrade.

Scott County has requested and received a Statement of Work and quote for a software upgrade from Quilogy to the Community Services Client Management Information System (MIS) used by the office.

The Statement of Work details work Quilogy will perform to develop a General Assistance (GA) module to the existing Client MIS application as a replacement system for the County's existing General Assistance (GA) application developed in ZIM DOS. Details of this work are:

- Solution will utilize current Community Service Client MIS application and SQL Server 2005 database
- Reports will be built utilizing SQL Server 2005 Reporting Services
- Functionality will include:
 - GA Client Voucher Filter
 - GA Client Voucher Results
 - GA Client Voucher Details
 - Vendor Search
 - Voucher Report and Integration
 - Database changes as needed to implement above
 - Application Integration into the existing MIS

Advantages to the County include:

- Elimination of legacy ZIM DOS application
- Standardization within Community Services on a single Management Information System (MIS)
- Leverages County investment in Microsoft SQL Server
- Consistent with the County computing vision of centralized application delivery via thin client/web interface

It is recommended that the Board approve the Statement of Work with Quilogy for the software upgrade to the Community Services Client Management Information System (MIS) in the amount not to exceed \$30,000.00. Budget dollars are available in the Capital Improvement Program Electronic Equipment fund.

Enc



**GA Module of the County MIS Application
For
Scott County**

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PROJECT OVERVIEW

Executive Summary

Scott County is currently in need of a replacement for their current system which primarily handles the voucher generation and tracking for their clients in the General and Veterans Assistance programs. The replacement system will be developed as a module to the existing Scott County MIS application. This application and corresponding database will function as a framework to develop the new General Assistance (GA) module. The processes in this new module will also take advantage of some of the current functionality that exists in the Scott County MIS application, such as, tracking client notes and narratives. This new module has been requested to be designed, developed, and deployed prior to July 1, 2008 which is the start of their fiscal year.

VOUCHER GENERATION AND TRACKING PROCESS

Current Process

The current voucher process involves users interacting with forms and reports through the ZIM system. The current voucher process works as the following illustrates:

1. Client requests assistance by coming into the office or by phone.
2. Case Aid collects information from the client through several MS Word based forms.
 - o Information gathered: client demographics, type of assistance requested, interview notes
3. Case Aid enters the information into the ZIM system and paper forms are filed.
4. Client completes assistance form and returns to Case Aid at scheduled appointment time.
5. If client is eligible then the voucher is created and given to the client.
6. Contact notes are entered into the ZIM system by the Case Aid.
7. Client uses the voucher with the approved vendor.
8. Voucher accepted/declined by vendor.
9. Voucher sent in by landlord.
10. Case Aid reviews and enters additional information into the ZIM system.
11. Voucher is sent to finance department where the check is then submitted back to the vendor.
12. Voucher is marked as paid in the ZIM system.

Desired Process

As mentioned above, the new system will be developed as an additional module to the Scott County MIS application, which is currently being used for other processes within the department. The steps in the current process where the user interacts with the ZIM system will be replaced by the new GA module, but the overall flow will remain very similar. However, there will be many new features and advantages for integrating with the MIS application, such as consistent storage of data and reporting capabilities. The desired process has been captured through interviews with Lori Elam and by reviewing the current ZIM system process.

REQUIREMENTS

Business Requirements

- Solution must be production-ready by July 1 for new fiscal year.

Functional Requirements

The attached document contains the data model, user interface prototypes, user interface requirements, report prototype, and other notes associated with the general process and flow. Below are the overview descriptions and other details associated with this new module.

Database Updates	For detailed Data Model see attached document. New tables: T_QCVO_CLIENT_VOUCHER, T_QCTD_CLIENT_TYPE_DM, T_QVSD_VOUCHER_STATUS_DM, T_QATD_ASSISTANCE_TYPE_DM Updates to: T_QCLI_CLIENT, T_QCLC_CLIENT_CONTACTS, T_QNOT_NOTES, T_QPRV_PROVIDER	
Database Programming	All interaction from the application with the SQL database will be contained in the data layer framework utilizing database stored procedures. Stored procedures will be created for all database interaction including select, insert, update, and delete functions.	

Application Integration	SQL scripts will be created to integrate the new controls and pages into the application. The new pages will inherit the appropriate classes to incorporate the application framework and security model. The new pages and controls will have the capability to be control by administrators using the security matrix. Configuration keys will be added to the “web.config” to store configuration settings for the new module. These keys will identify the application as using the GA module. This will be in place to differentiate between the county applications.	
Eligibility Page Updates	The existing Eligibility page will be updated to include a new drop-down field called client type. The values will be stored in a new table as listed above. The initial values will be: “blank item”, General Assistance and Veterans Assistance. <u>Business Rule</u> : If a value has been selected for Client Type then the field “population group” will not be required. This rule will only apply to Scott County.	
Contacts Page Updates	The existing contacts page will be updated to include a rich-text editor in place of the current text-only control. The rich-text editor will allow users to format text as well as work in a full-screen environment while entering the notes. The text will be stored as HTML and text-only versions.	
Client Voucher Filter	See screen prototype. Filter client voucher records by begin and end date.	
Client Voucher Results	See screen prototype. Display client voucher records in the data grid. Allow updates to Paid column through the grid.	
Client Voucher Details	See screen prototype. This form will allow the user to enter and view all the information to be rendered on the report. From this screen the report will be able to be launched, viewed, and printed.	
Vendor Search	See screen prototype. Search and select the vendor to be associated with the client voucher.	

Vendor Details (Add/Edit/Select)	See screen prototype. Allows vendor information to be added and edited without exiting the voucher form. The voucher code will be generated using the format: [year] + incremental 4 digit number. Example: 20080013 (meaning the 13 th voucher of 2008).	
Search Voucher Filter	See screen prototype. Filter all client vouchers by voucher number, begin date, end date, client name, and vendor name.	
Search Voucher Results	See screen prototype. Display multiple clients' vouchers records in the data grid. Additional column of Client Name will be added to the data grid. Allow updates to Paid column through the grid.	
Voucher Report and Integration	See screen prototype. Report will be built using SQL Server 2005 Reporting Services and will be integrated into the application for quick launch.	
Deployment	Deployment will follow the same procedure as other updates to the application. Developers will remotely access the web server and SQL Server for the updates to the system.	
Final Testing	Testing will be included at each step in the process, but final testing will be completed after deployment. The new pages can be controlled via the Security Matrix to allow isolated testing before allowing all users to access the new module.	

Technical Requirements

- Solution will utilize current Scott County MIS application and SQL Server 2005 database
- Reports will be built utilizing SQL Server 2005 Reporting Services
- Development Language: ASP.NET 1.1
- Data Layer Framework, Stored Procedures

ASSUMPTIONS/OUT-OF-SCOPE

- None at this time.

PROJECT RISKS

Every project, regardless of how simple, has risk. This section highlights the known risks for this project. The table below shows what the risk is, what the probability of the risk actually occurring, what the impact of the risk would be to the project, and a relative risk score (probability * impact).

Risk	Probability	Impact	Risk Score	Risk Mitigation
Quilogy resource schedule may inhibit ability to complete on time	.50	4-8 days	2-4	Additional resources may be involved in generating the report as well as detailed testing.
<i>Excessive review cycles of controls and report will cause delays</i>	.50	2-4 days	1-2	Project Stakeholders will keep review cycles to no more than two and will agree to provide feedback within one business day of receiving items to review.
Total Potential Impact		6-12 days		