Come to learn how Sonoma County’s Human Services Department created an in-house application development framework that allows them to quickly and cost effectively respond to community needs and provide technology solutions to support their Child Protective Services (CPS), Adult Protective Services (APS), Emergency Assistance (EA), Administrative Support, and Human Resources operations.

**Slide 1: Paula – Title Page**

**Slide 2: Paula – Intro**

We are going to share the experience of a business user from our IHSS program to demonstrate why developing an application in house, rather than using a third-party solution

**Slide 3: Paula – Three Key Takeaways (3 min for 3 slides)**

1. Allows for dynamic customization marrying our social services vision and mission into the technical solutions
2. Allows for rapid development to support business process and ability to implement changes quickly
3. Data ownership through an internal solution allows for better control, unlimited, and unrestricted use of the data

**Slide 4: Kishore - SCHSD’s internal IT story**

* Way back when, there was a new benefits eligibility system called CalWIN
  + To support the implementation of this new system, a business unit (department specific) IT section was born
* Purposely evolved organization optimized to meet the business needs of a Human Services organization
  + Increased agility and innovation that benefits related programs
    - Federal and State program funding optimization
  + Organization and Information Technology strategy alignment
  + Increases accountability and a clear bottom line, benefits staff and clients

**Slide 5: Kishore – Services overview (5 minutes for 2 slides)**

* Embedded IT services, soup to nuts, ethernet cables to application development
  + IT Service Desk, Network Operations, Enterprise Reporting, Data Management, Eligibility Systems Service Desk, Document Imaging Systems, Application Development
* Infographic on HSD IT services
  + Infographic blow-out for Application Solutions Catalog

**Slide 6: Kishore**

Quick intro of Stephanie and Mike

**Slide 7: Stephanie – 2-3 minutes**

getting lots of similar requests from the programs in all our divisions:

gather some data- whether it be from public or internal sources- and move it through a workflow where:

one person does some initial work: lookup some things, enter the data...

next person does more of the same, etc.

someone approves and/or closes it.

different input options for the forms: from simple text boxes to user stamps.

once all the data is stored, now we can build at-a-glance dashboards with visual charts to show things like:

items by status, outstanding work; "my" assignments, "my staff" assignments, overdue things

from there, more complex reports can be built.

with data from multiple lines of business, we can exercise cross product integration to

mix/match/join that data and even include CMIPS data.

**Slide 8: Mike – The Framework – 2-3 minutes**

having one central application rather than many smaller/specialized/simpler ones, is just good computer science:

-one place to manage users, roles, permissions for many lines of business is easier and streamlined

-having in-app designer tools allows for super fast prototyping and development of consistent and familiar looking interfaces.

often times, the solution is almost totally built during the requirements gathering meeting.

-our "clients" are our internal clients, our divisions/programs, so having client A, B and C on the same app,

economy of scale where client C needs a new feature, then client A and B have it now too.

new functionality organically grows from each new project.

likewise, if client B finds a bug, it gets fixed for everyone.

**Slide 9: Mike – IHSS Referral Intake**

Quick intro of Allegra

**Slide 10: Allegra - Opportunity**

Opportunity: IHSS intake and referral. Need to rebuild an existing and complex system using external data b/c there were multiple change requests back

**Slide 11: Allegra - Wins**

Wins: Iteration of the system to capitalize on existing date, less manual data entry, simple side evaluation for supervisors trying to make decisions, ability to rapidly make changes when needed.

**Slide 12: Allegra – What it looks like**

**Slide 13 - 17: Allegra - Dashboard and Screenshots – 8-9 minutes for 8 slides**

**Slide 18: Kishore – 2 minutes**

How can you do this in your agency? What are your resources: Go back to your department and your IT team, and ask if you have software engineers

Do they have the infrastructure and resources to support you?

Think outside of the box when you are looking for a solution and want to avoid a third party system

Compare the costs between the third-party app and an internal solution

**Slide 15: Q&A – group – whatever time is left**