Comprehensive Client Database

FY2006 Request: $500,000
Reference No: 39149

AP/AL: Appropriation
Category: Health/Human Services
Location: Statewide
House District: Statewide (HD 1-40)
Estimated Project Dates: 07/01/2005 - 06/30/2010

Project Type: Information Systems

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Brief Summary and Statement of Need:

Develop a comprehensive client database of all clients receiving services from the Department. This will be used by all service delivery applications to insure the accurate identification of clients.

Funding:	FY2006	FY2007	FY2008	FY2009	FY2010	FY2011	Total
Fed Rcpts	$350,000						$350,000
Gen Fund	$150,000						$150,000
Total:	$500,000	$0	$0	$0	$0	$0	$500,000

☑ State Match Required	☐ One-Time Project	☐ Phased - new	☑ Phased - underway	☐ On-Going
30% = Minimum State Match % Required	☐ Amendment	☐ Mental Health Bill		

Operating & Maintenance Costs:

	Amount	Staff
Project Development:	0	0
Ongoing Operating:	0	0
One-Time Startup:	0	
Totals:	0	0

Additional Information / Prior Funding History:

CH159/SLA04/P15/L14 $150.0 Federal Unrestricted and $350.0 Federal

Project Description/Justification:

Information Technology Capital Project Review Form FY2006

1. Has this project been previously approved? Yes

    If yes, and there are no significant changes to funding amounts or technologies there is no need to continue with this form. Please copy last year's final capital budget back-up here as your submission for FY2006.

This system will store client identification and provide a unique primary identifier for clients of all divisions within the Department of Health and Social Services. A searchable database with client information will be available to all divisions through the Internet. The Internet service will be utilized to provide connectivity from the core business applications to the comprehensive client database, allowing identification information to be retrieved and posted. This project is expected to take 24 months to complete.

After information on a client has been entered into the database, basis information on that client will not have to be entered if that client is provided service again. Staff will be able to spend less time on administrative tasks associated with service delivery, keeping costs from rising as service needs increase.

By using a complete comprehensive client database across all the Department's databases, program managers will be able to develop more precise and comprehensive case plans across programs. This integrated service delivery should produce more positive results than the more piecemeal approach of treating only one problem at a time. Program managers will be able to collaborate on service deliveries to clients because they will have information on all services

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used by each client. This will also allow Department management to have a much better understanding of the entire population of service recipients, allowing them to better utilize resources to maximize the delivery of services.

There are two customers for this project. They are the program managers responsible for the delivery of services to clients of the Department and the clients that receive services from the Department.

The Master Client Index will permit program managers to more accurately identify clients that are in need of services from multiple programs. This will allow managers to better define support programs for these individuals. This may improve opportunities for the clients to receive all needed services simultaneously and reduce the overall amount and cost of services needed. This will have a positive effect across all divisions of the Department. Program managers will have the ability to better identify clients that cross divisions and will be able to collaborate on service delivery options. There is great potential for this to be leveraged across the enterprise. The state does business with and provides services to the citizens of Alaska. The use of a comprehensive client database would provide great benefit to all agencies within the State, allowing them to provide a higher level of service to the citizens.

If this project is not implemented, program managers will continue to have difficulty identifying clients that require services from more than one of the Department's support programs.

Project Budget

Project Initiation/Planning	25.0
Requirements Definition	50.0
Staff Resources Required	
System Design	50.0
Software Acquisition	100.0
Software Installation / Programming	650.0
Initial Matching	
Develop Master Index Database	
Create connectors to existing applications	
Modify existing applications	
Hardware / Infrastructure Acquisition	25.0
Hardware / Infrastructure Installation	25.0
Hardware / Infrastructure Testing	25.0
System Integration and Testing	25.0
Installation and Deployment	25.0
Total	1,000.0

This project will involve enhancements to the legacy environments of the Department's core service delivery applications. The new development will utilize Enterprise Technology Standards for the database and connectors to the legacy applications. There are not standards for the software products used for the matching process.

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