Cisco Data Integration System

Request for Proposal

A Proposal Submitted by
Step Up Silicon Valley, Catholic Charities of Santa Clara County
Friday, February 3rd, 2017
Cisco Data Integration Project
Request for Proposal

For Data Integration System
February 3rd, 2017

Requested by Step Up Silicon Valley, Catholic Charities of Santa Clara County on behalf of the participating nonprofit agencies of Santa Clara County

Primary Contact: Project Manager
Name: Len Hanlock
Phone Number: (650) 888-6050
Email address: lhanlock@catholiccharitiesscc.org

Issued to: _____________________________________________

Date Issued: ________________
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1. Proposal Background Information - Organizational Background

Catholic Charities of Santa Clara County in partnership with other non-profit agencies in Santa Clara County (Bill Wilson Center, The Stride Center, Next Door Solutions to Domestic Violence, and Sunday Friends) seeks a software solution to facilitate the collection and sharing of data for poverty clients seeking help from one or more of these agencies. This project is funded by Cisco Systems.

These agencies are working together on a program known as **1000 Out Of Poverty**. The Program description is as follows:

1000 Out of Poverty will disrupt how nonprofit and government agencies address poverty by focusing on the results of unemployed, employable adults moving out of poverty through multi-agency interdisciplinary services using common outcome metrics. The disruptive innovation is that it combines for the first time a strategy that has 1) simple, clear, objective measures of self-sufficiency across all five key measures tracked on a single database; 2) client-focused strategies directed by the participant’s own self sufficiency plan, which are 3) supported by a client advocate and a collaborative system of support among diverse agencies; 4) guided by a local council of nonprofit, corporate, government and academic leaders; 5) evaluated by multiple university researchers (Notre Dame, Santa Clara, San Jose State); 6) includes application for government funding waivers and positions it for a market-driven component through social impact financing; and 7) is directed to influence anti-poverty policy changes at the local, state and federal levels. It is based on the new effort led by Catholic Charities USA with Santa Clara County as an anti-poverty innovation site.

The programmatic design of the initiative is client-centered and data driven. During our initial year, our cohort of program participants consisted of clients dedicated to a particular service provider and focused on sharing resources. This year, we have changed our model to share our clients altogether and have narrowed our client focus to specifically those who are unemployed, but employable. This means that these individuals are those who are self-motivated and come to our agencies in search of work, but lack the resources and skills to obtain employment that provides adequate income for self-sufficient living. Service providers will continue to implement their existing strategies through a joint effort to provide greater comprehensive services to more efficiently fill gaps in the
needs of clients. We have a set group of program participants dedicated to 1000 Out of Poverty and whose data we will closely track collectively.

Our plan is to accomplish the following objectives: 1) design and implement common protocols among the existing collaborative of 5 social service providers for jointly serving a shared cohort of employable clients; 2) develop ongoing joint training of partner agencies’ service delivery with life coaching and flex funds and data collection staff; 3) evaluate the progress out of poverty of clients using the Step Up Self Sufficiency Measure; 4) evaluate the effectiveness of a multi-agency interdisciplinary team approach to moving clients out of poverty; 5) compare the cost and benefits of this approach to the current scatter-shot practice; 6) identify systems barriers to client success and advocate for policy changes to remove those barriers.

The 1000 Out of Poverty Program has been in existence for 3 ½ years. The agencies have been able to track clients who entered the program below the poverty level. After helping these clients for a period of time, some 192 have been found to be self-sufficient.

Our goal is to integrate the data collection and reporting processes so that we can focus on the collaboration component of the participating agencies. In so doing, we hope to accelerate the process and also look for best practices that will result in lifting clients out of poverty sooner and with higher success rates.

2. Summary of Data Integration Project

We seek a provider to collaboratively develop a technology solution that enables social service agencies to port data directly from their unique, disparate client tracking software to a single shared database, or hub. This hub would be accessible by partner agencies based on data sharing agreements with limited access based on permission levels or the porting of limited allowable data from the agencies’ own databases. Partner agency case managers would be able to view client records in the shared database to see pertinent updates from partner agencies, but would continue to record notes and updates only in their own database. Partner agency program directors and quality assurance staff would be able to access the shared database to export data and generate reports on collective impact.

The primary direct application and impact of this solution is to facilitate coordination of care for clients receiving services from more than one social service agency within a close geographic proximity (local partners). The ability to instantaneously access a
shared updated file on a mutual client facilitates care coordination and provides more holistic outcome tracking. The long-term vision for this solution is the ability for agencies to share data via the shared database with not only local partners, but national partners (e.g. the Catholic Charities USA network) to demonstrate collective impact on a national scale.

3. Statement of Project Goals and Scope

The primary goal for this project is to create a COLLABORATIVE SYSTEM that will permit non-profit agencies to work together on targeted poverty clients. By working together, these agencies can provide the clients with additional services. The conviction is that clients can move out of poverty more quickly than if a single agency provides only the services that they are setup to provide.

A second goal is to minimize duplicate data entry for client information by case managers. Case managers are the non-profit agencies direct link to clients. As such, they often have limited time to enter client information into case management systems.

A third goal is to create and maintain a Registry of Services for participating agencies. Case managers need a current, up-to-date registry of services to locate and contact other agencies for complimentary services that can be offered to clients.

A fourth goal is to make the Collaborative System available to other local communities who wish to use the System to provide as many services as possible to clients.

The scope of the project is to limit the Collaborative System to non-profit agencies working in close proximity or in a well defined community.

4. Technical Requirements

The technical requirements for the Data Integration Project are as follows:

1. Porting client data to the Shared Database – a porting solution to transfer client data from disparate case management systems (such as AWARDS, Salesforce, W S Osnium and in-house developed systems) to a shared database is a key component of the solution. This porting solution can be as simple as a data transfer tool using Internet exchange protocol, or a more complicated solution using other data transfer protocols. Simplicity and maintainability should be given high priority when recommending solutions for this part of the system.
2. Resolving Data Inconsistencies – a mechanism to resolve data inconsistencies between individual agency case management data and the shared database is required.

3. Database System – a database system that can accommodate importing data from a variety of case management systems to the shared database is required. It is anticipated that the database will be a cloud-base system so that operating responsibilities can be kept to a minimum.

4. Data Entry Screens – will be necessary to enter the collaborative data elements that the system requires. The collaborative data groups are service referrals and self sufficiency plans. All other data will be entered in the individual agency case management systems and ported to the data warehouse.

5. Reporting and Analytics – a reporting and analysis tool should be part of the collaborative system. At a minimum, this tool should provide for individual client progress tracking, agency client reporting, all active client reporting, notices for client follow-up, and executive reporting.

6. Privacy and Security – the solution must have privacy and security functions and features that can be customized for each community that the system serves.
5. System Users

The following System Users will be involved in one or more facet of the Collaborative System.

1. **Case Managers (CM)** – these are the individuals who work with the clients to provide them with services to help them move out of poverty. They are responsible for entering the client data into case management systems and maintaining this information. The case manager also is responsible for identifying other services for which a client can benefit. The case manager is responsible for developing a self-sufficiency plan to move an individual client out of poverty as quickly as possible. The case manager then needs to find other agencies (if their own organization does not provide a particular service) to possibly provide the additional service(s). The case manager will use the Service Registry to locate additional services that can be provided to the clients.

2. **Department Managers (DM)** – are responsible for managing the case managers and managing case manager workloads. The Department Manager will use the Shared Database to monitor the actions taken by individual case managers for moving clients out of poverty. The Department Manager will monitor clients to make sure that they are making progress against their self-sufficiency plans.

3. **Agency Executives (AE)** – the executives of each of the participating agencies will need reports and information from the Shared Database to report to funding entities and parent organizations.
6. USE CASES PER USER TYPE

Please refer to Appendix B for CM Use Cases 1 - 6 (these processes are performed at the partner agencies using their CMS systems and are OUT OF SCOPE for this project as we do not intend to replace agency CMS Systems. This information is relevant to understanding the requirements for the Data Integration Solution, however).

Shared Database Processes

Case Managers will use the Shared Database to performing additional tasks that are best performed on a shared system. The tasks that are included in this category are the following:

1. Create Self Sufficiency Plan for a Client
2. Update Self Sufficiency Plan for a Client
3. Create Client Service Referral
4. Update Client Service Referral

CM Use Case 7 – Create Self Sufficiency Plan for a Client

1. Discuss the client’s self sufficiency needs with them
2. Develop the client’s self sufficiency plan
3. Enter plan details into the Shared CMS

Data Element candidates for initial self sufficiency plan

<table>
<thead>
<tr>
<th>Date of plan creation</th>
<th>Barriers to Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of plan completion</td>
<td>Individual Strengths</td>
</tr>
<tr>
<td>Primary Goals</td>
<td>Action Steps by Individual</td>
</tr>
</tbody>
</table>

Sample Self Sufficiency Plan Screen
CM Use Case 8 – Update Self Sufficiency Plan for a Client

1. Review client’s progress against self sufficiency plan
2. Refine the Client’s self sufficiency plan
3. Enter updated plan details into the Shared CMS

Data Element candidates for update to self sufficiency plan

- Date of plan creation
- Date of plan completion
- Primary Goals
- Barriers to Goals
- Individual Strengths
- Action Steps by Individual

Sample Self Sufficiency Plan Screen

CM Use Case 9 – Create Client Service Referral

1. Using the Client’s self sufficiency plan, one or more referrals for additional services are considered and discussed with the client
2. The referrals for additional services that are agreed to by the client are then entered into the Shared CMS
3. A courtesy phone call is made to the Referred Agency alerting them to the service desired by the client

Data Element candidates for referrals

- Referral Agency
- Purpose of Referral
- Referring Agency Contact
- Referral Date
- Referred Agency
- Referral Outcome
- Referred Agency Contact
- Date of Completion
Sample Client Referral for additional services Screen

### CM Use Case 10 – Update Client Service Referral

1. Discuss previous referrals with client, determine if additional referrals are needed
2. Decide what additional referrals should be pursued
3. Updates to Referrals are entered in the Shared CMS

**Data Element candidates for referral updates**

<table>
<thead>
<tr>
<th>Referral Agency</th>
<th>Purpose of Referral</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referring Agency Contact</td>
<td>Referral Date</td>
</tr>
<tr>
<td>Referred Agency</td>
<td>Referral Outcome</td>
</tr>
<tr>
<td>Referred Agency Contact</td>
<td>Date of Completion</td>
</tr>
</tbody>
</table>

Sample Client Referral for additional services Screen

---

**Table:**

<table>
<thead>
<tr>
<th>Primary Agency</th>
<th>Referred Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referred By (Name - Agency - Contact info)</td>
<td>Referred To (Name - Agency - Contact info)</td>
</tr>
<tr>
<td>Purpose/Need</td>
<td>Notes</td>
</tr>
<tr>
<td>Referral Outcome</td>
<td>Date of Completion</td>
</tr>
</tbody>
</table>
Department Managers (DM) – Use Cases

DM Use Case 1 – Produce Notices for Client follow up on Self Sufficiency Matrix

1. At agreed intervals, create a client follow up list based on SSM record date
2. Use follow up list to check that case managers have planned client follow ups
3. When no follow up is scheduled, work with case managers to schedule reviews with clients

DM Use Case 2 – Follow up on Referrals

1. On a monthly cycle, check all referrals made to other agencies for client services
2. Determine which referrals have not been initiated, take appropriate action
3. Investigate referrals that have been initiated, but do not have an outcome for the client
4. Follow up with case managers who may need to contact clients for a review

Agency Executives (AE) – Use Cases

AE Use Case 1 – Performance Reports

1. Summary Reports for a specific agency are produced on a predetermined schedule
2. These Reports are used to prepare performance reports for the agency

AE Use Case 2 – Special Reports

1. Special Reports for a specific agency or for the collaborative community are produced upon request
2. These Reports are used to update parent organizations and funding entities
7. WIREFRAMES

A list of the Input Screens for Intake Forms is listed below and screen copies can be found in Appendix A.

Intake Forms

A. Internal Authorization to Release and Exchange Information Form
B. Intake Screen: New and Existing Applicant
C. Self Sufficiency Matrix Screen
D. Out of Poverty Individual Opportunity Plan Screen
E. Service Referral Screen

8. Case Management System (CMS)

The Data Integration Project will require a Case Management System (CMS) to perform shared services for the partner agencies. These shared services will include the following:

- Importing basic client data from Agency CMS Systems
- Providing input screens for client self sufficiency plans and service referrals
- Providing data element level security for client information
- Designing inquiries and report forms for client and agency reports

The environment in which the Shared Services will operate will be a cloud-based infrastructure. The solution should be delivered as a SaaS (Software as a Service) product.
9. Database System

The Database System contains the client records for all clients participating in the 1000 Out of Poverty Program. The system features must contain the necessary functions to perform efficient updates, backup and recovery of files, and provide sufficient storage to house the anticipated volumes projected for the Program.

One issue to address is the various schemas that the partner agencies use within their own Case Management Systems (CMS). A proposed schema is shown below that is suggested for the Shared Database Services. For this Proposal, we expect data to be exported from the agency CMS Systems and imported to the Shared Database. We do not anticipate that data from the Shared Database will be sent back to Agency CMS Systems.

![Proposed Data Elements](image-url)
10. PRIVACY AND SECURITY

The solution will need to address privacy and security. The threats that we anticipate are listed below, but are not exhaustive. In order to assure maximum privacy and security for data under management, we plan to work with the selected vendor on a threat assessment to guide our platform security and design decisions.

Potential threats that the computing environment needs to protect against include the following:

Internal Threats
1. Unauthorized Access - individuals within the partner agencies who should not have access to the system or client data.
2. Malicious Attack - individuals within the partner agencies who intend to disrupt the services that are provided to clients.

External Threats
1. Viruses - infections picked up by the system from external forces such as emails or files.
2. Worms - that turn PCs into remote mail servers and thus send cascading volumes of e-mails that cause denial of service attacks.

Security services will be used to protect all data that is in motion. It is expected that such data or files will be encrypted.

Access authorization to the shared case management system should utilize two-factor authentication.

Aggregate security features must help to insure full HIPAA compliance.

We welcome discussion and guidance on other security features that will strengthen the security and privacy of the solution.

11. PERFORMANCE ANALYTICS AND REPORTS

Reports Required

1. Active List of Clients by Agency
2. Active List of Clients - 1000 Out of Poverty Program
3. Quarterly Performance Report by Agency
4. Quarterly Performance Report - 1000 Out of Poverty Program
5. Service Referral Reminder by Agency
6. Service Referral Reminder - 1000 Out of Poverty Program

12. USER MANUAL

Vendor will be expected to provide an On-line User Manual and search function for system user questions. Please provide appropriate descriptions and examples of the On-line User Manual.

13. OPERATING ENVIRONMENT

The initial version of the Operating Environment for the Collaborative System proposed in this RFP is depicted in the chart below and is referred to as Data Integration with Import/Export Capability. The components of this chart are more fully described in other sections of this document.

The key point to make here is that data travels in one direction; and that is from the partner agency CMS Systems to the Shared CMS System. The data schemas for each
of the partner agencies are different and the challenge is to create a shared schema that maintains the integrity of the data from the partner agencies.

There is an OPEN REFERRAL Standard that is being developed for non-profit agency services. This standard could contribute to a solution to the data schema problem stated above. Therefore, the organizations responding to this RFP are encouraged to explore the Open Referral Standard and assess its use for this solution.

14. AGENCY SERVICE REGISTRY

An Agency Service Registry is a tool that can be used to facilitate the client referrals. The 1000 Out of Poverty Program does not have a large number of agencies participating in the initial version of the Program. Initially, the Registry can be established and maintained manually. However, as more and more agencies join the 1000 Out of Poverty Program, the need for an automated version of the Registry becomes more important.

The Open Referral Standard that is being implemented throughout the country is an excellent standard to use for the automated version of the Agency Service Registry. Thought should be given to incorporating this standard into the Shared CMS Solution.

Appendix D contains the Santa Clara County - Agency Service Registry for the partner agencies.

15. PROGRAM COORDINATOR FUNCTION

The Program Coordinator Function plays several critical roles in this collaborative environment. The function serves all the partner agencies to ensure that clients are being given services that they need. There are also central services that are best performed by an independent organization on behalf of the individual agencies.

Below is a list of the tasks that would be assigned to the Program Coordinator Function.

- Agency Service Registry Administration
- Shared CMS Administration
- Client Referral Monitoring
- Client Data Standards Enforcement (long term vision)
16. MEASUREMENT/METRICS

Success for the Data Integration Project will be measured primarily by the increase in the number of clients who receive multiple referrals and, eventually, additional services to help them achieve self sufficiency. The Proposed System will need to be non-invasive to the case managers. Most have more work to do than they can handle in a normal work day. We can not give them more paperwork or additional data entry work on top of what they already do. Therefore, simplicity of the Solution will be key to success.

For the 1000 Out of Poverty Program, the following metrics apply for sizing the solution:

- New clients per year (CCSCC) = 100 - 200
- All other agency clients per year = 80 - 120
- Existing client reviews per year (CCSCC) = 150 - 250
- All other agency clients per year = 120 - 160
- Self Sufficiency Plans per year (CCSCC) = 100 - 200
- All other agency Self Sufficiency Plans per year = 80 - 120
- Referrals per year (CCSCC) = 100 - 200
- All other agency Referrals per year = 80 - 120
- Total records transmitted to Shared Database per year = 810 - 1,370

Database Capacity

- Storage capacity in records for 10-year horizon = 10,000 - 15,000

17. DELIVERABLE SPECIFICATIONS

1. Desirable Site Launch : Catholic Charities Santa Clara County on June 30, 2017
2. Solution should be Case Management System (Cloud-based)
3. Open Referral Standards: Solution should accommodate Open Referral Standards for Agency Service Registry and, potentially, Client Data Schemas
4. Software as a Service – operating environment
18. REVIEW AND TESTING

The five participating agencies will take part in the Proposal review and testing. They will also participate in the implementation planning and initial testing of the proposed solution.

19. PROFILE OF IMPLEMENTATION PROVIDER

The Preferred Implementation Provider will be an organization that has a track record of implementing and integrating case management systems for the public sector specifically the nonprofit segment.

It will be to the advantage of the Implementation Provider to have familiarity and, perhaps, experience with implementing Open Referral standards for a Service Registry and client database schemas.

Implementation costs should be clearly stated in the RFP response. The cost of implementing the software, training, and operational support should be included in the response. If the solution is offered as a service, then the unit cost should be stated as well.

20. PROFILE OF PLATFORM PROVIDER

The Platform Provider will be an organization that has a solid history of developing Case Management Systems. A cloud-based database system should be included in the Shared Case Management System.

The solution should consist of software components that already exist in the marketplace. We are looking for a service rather than software to acquire.

The expectation is that the Platform Provider will be able to address most of the solution requirements without customizing the standard CMS offering. However, we do anticipate that the DATA TRANSFER LAYER may well require customization.

A cost breakdown of the standard software and customized software components should be included in the RFP response.
21. RFP Submission Details

Please submit your response by 5 pm (Pacific Time) on Tuesday, February 28, 2017.

The minimum response should include:
   1. Proposed solution for data transfer
   2. Data conversion proposal (agency data to shared data schema)
   3. Overview of reporting functionality
   4. Privacy and security features
   5. Case Management System features
   6. Database System structure
   7. Agency Service Registry proposal
   8. Projected project costs and timelines

Make sure that you include in your response a list of successful implementations of CMS Systems similar in scope to this RFP. If possible, please focus on Public Sector implementations.

Send Proposal to:

Len Hanlock,
Project Manager, Cisco Data Integration Project
Catholic Charities Santa Clara County
2625 Zanker Road, San Jose, CA 95134

Inquiries should be made through e-mail at: lhanlock@catholiccharitesscc.org

Phone numbers will be provided upon request.
APPENDIX A

Appendix A contains page size versions of the screen displays and charts that are included in the RFP document.

A. Internal Authorization to Release and Exchange Information Form
B. Intake Screen: New and Existing Applicant
C. Self Sufficiency Matrix Screen
D. Out of Poverty Individual Opportunity Plan Screen
E. Service Referral Screen
F. Proposed Data Elements Chart, Data Definitions, and Drop Down Values
G. Data Integration with Import/Export Capability Chart
A. Internal Authorization to Release and Exchange Information Form

Purpose
The purpose of this form is to obtain your authorized consent to disclose your name and date of birth to referring partner agencies. The list of partner agencies is provided below. You have the option of selecting what referring agency you can share your information with. Authorizing your information to be shared is voluntary and refusing to do so will not limit your access to services. Sensitive information such as diagnosis or treatment of mental health disorders, drug or alcohol disorders, HIV/AIDS, or domestic violence concerns will not be shared between partner agencies without additional and specific written consent.

Client Name: ___________________ Date of Birth: ________________

Follow Up

May we follow up with you regarding the status and outcome of your referral?

☐ Yes
☐ No

Referring Partner Agencies (please select one or more):

☐ Bill Wilson Center  ☐ Catholic Charities of SCC
☐ Next Door Solutions  ☐ The Stride Center

I understand that I may withdraw this authorization at any time. If not revoked earlier, this Authorization will be valid for 1 year or until discharge date (whichever comes first). I also understand that I have the right to receive treatment even if I chose NOT to allow my information released.

A copy of this release has been:  ☐ Provided  ☐ Was Declined

________________________________________  __________________________
Client Signature/Date

________________________________________  __________________________
Staff Signature/Date
Agency List and Contact Information

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Address</th>
<th>Phone</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill Wilson Center</td>
<td>3661 Peacock Court. 21</td>
<td>(408) 907-4687</td>
<td>Peacock Commons is a twenty-eight unit apartment complex that provides permanent supportive housing to transition age youth ages 18 – 25. This includes youth who are chronically homeless, at-risk of becoming homeless, aging out of foster care, or victims of domestic violence. Additional services include case management, Employment Counseling, Independent Living Skills, and general counseling.</td>
</tr>
<tr>
<td>Catholic Charities of Santa Clara County</td>
<td>2625 Zanker Road</td>
<td>(408) 468 – 0100</td>
<td>Economic Development Services, Immigration and Legal Services, Behavioral Health Services, Children, Youth and Family Development, Refugee Services, and Older Adult Services</td>
</tr>
<tr>
<td>Next Door Solutions</td>
<td>234 E. Gish Road</td>
<td>(408) 501-7550</td>
<td>Serves women &amp; children (boys up to 18 years). Confidential shelter, advocacy, teen &amp; children’s programs, &amp; counseling. Female domestic violence victims accepted 24 hours a day.</td>
</tr>
<tr>
<td>The Stride Center</td>
<td>1212 Broadway, Suite 400</td>
<td>(510) 978-4541</td>
<td>Quality technical education and workforce relevant life and professional skills in a structured environment that will ensure success for every student in the program.</td>
</tr>
</tbody>
</table>
### B. Intake Screen: New and Existing Applicant

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intake Date</td>
<td>Primary Worker</td>
</tr>
<tr>
<td>Referred By</td>
<td>To be determined after referral is created</td>
</tr>
<tr>
<td>First Name</td>
<td>Middle Name</td>
</tr>
<tr>
<td>Last Name</td>
<td>Allen</td>
</tr>
<tr>
<td>Relationship</td>
<td>Social Security #</td>
</tr>
<tr>
<td>Gender</td>
<td>Child</td>
</tr>
<tr>
<td>Birth Place</td>
<td>City, State, Zip</td>
</tr>
<tr>
<td>Phone</td>
<td>Most In Debt</td>
</tr>
<tr>
<td>Birth Place</td>
<td>Citizenship</td>
</tr>
<tr>
<td>MARITAL STATUS</td>
<td>Educational Enrollment Status</td>
</tr>
<tr>
<td>Type of School</td>
<td>If not enrolled, Last Date of enrollment (month)</td>
</tr>
<tr>
<td>School Name</td>
<td>Numbers to Enrollment</td>
</tr>
<tr>
<td>Individual Family Type</td>
<td>Language</td>
</tr>
<tr>
<td>Indication Level</td>
<td>Mobility Status</td>
</tr>
</tbody>
</table>

**Out of Poverty**

**Intake Form: New Applicant**

[Image of form with data filled in]

**Activate Windows**

Go to PC settings to activate Windows.
C. Self Sufficiency Matrix Screen

<table>
<thead>
<tr>
<th>Goal Area</th>
<th>Goal Area Activities</th>
<th>Goal Area Level</th>
<th>Goal Area Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income</td>
<td>Income Generation</td>
<td>Level 1</td>
<td>Income is generated in various ways, including the sale of goods and services, and the rental of space.</td>
</tr>
<tr>
<td>Education</td>
<td>Education Programs</td>
<td>Level 2</td>
<td>Education programs are offered at the local community center, including classes for children and adults.</td>
</tr>
<tr>
<td>Health</td>
<td>Health Services</td>
<td>Level 3</td>
<td>Health services include regular check-ups, vaccinations, and counseling services.</td>
</tr>
</tbody>
</table>

**Self-Sufficiency Rating Scale**

- 1: Inadequate
- 2: Adequate
- 3: Sufficient
- 4: Exceeding

*Date: 02/01/2017*

---

*Additional Information*

- Income:
  - 1: Below poverty line
  - 2: Close to poverty line
  - 3: Above poverty line

- Education:
  - 1: No formal education
  - 2: Elementary education
  - 3: High school education
  - 4: College education

- Health:
  - 1: Poor
  - 2: Fair
  - 3: Good
  - 4: Excellent
D. Out of Poverty Individual Opportunity Plan (Self Sufficiency Plan) Screen

| Start Date | Date
|------------|------|
| Primary Goal(s) (Written needs/reasonable) | Date
| Barriers to reaching goal(s) specified | Date
| Individual strengths | Date
| Action Steps by Individual | Date
| Date of Completion | Date |
### E. Service Referral Screen

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| Referred Outcome | |
|------------------||
|                  | |

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F. Proposed Data Elements Chart, Data Definitions and Drop Down Values
# 1000 Out of Poverty Data Definitions

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## 1000 Out of Poverty Drop Down Values

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G. Data Integration with Import/Export Capability Chart
APPENDIX B

USE CASES PER USER TYPE

Agency Case Management System Processes (Out of Scope)

Case Managers (CM) perform the majority of their work on their agency’s case management systems that are run on the agency’s computer system. The work that they perform is listed below:

Input initial client data
1. Update client data
2. Scan signed Internal Authorization to Release and Exchange Information form
3. Input initial self sufficiency scores
4. Update changes to self sufficiency scores
5. Port client data to Data Warehouse

As previously noted, there are 5 non profit agencies participating in the 1000 Out of Poverty Program. The case management systems used by these agencies are as follows:

1. Awards from Foothold Technology
2. Salesforce
3. W S Osnium
4. Custom Systems written in JAVA/SQL

It should be noted that the list of case management systems is not a fixed list. Agencies are expected to be added and subtracted from the group as time passes. Also, it is anticipated that the system will be used by other communities in the future.

CM Use Case 1 – Input Initial Client Data

1. Interview client and collect intake data
2. Enter data into the agency’s case management system
3. Create transfer record to export data to Data Warehouse
Data Element candidates for a Client

First Name  
Middle Initial  
Last Name  
Other Name/Alias  
Date of Birth  
Social Security Number  
Gender  
Primary Race  
Ethnicity  
Street Address  
City, State, Zip Code  
Phone Number  
Email Address  
Safe to Email ?  
Primary Language  
U.S. Military Veteran  
Veteran Discharge Status  
Birthplace  
Citizenship  
Marital Status  
Special Needs

Sample Intake screen for entering initial client data (AWARDS System)

CM Use Case 2 – Input Updated Client Data to Agency Case Management System

1. Interview client for changes in their status
2. Enter updated data into Case Management System
3. Create transfer record to export data to Data Warehouse
Data Element candidates for a Client

First Name	Phone Number
Middle Initial	Email Address
Last Name	Safe to Email?
Other Name/Alias	Primary Language
Usage	U.S. Military Veteran
Date of Birth	Veteran Discharge Status
Social Security Number	Birthplace
Gender	Citizenship
Primary Race	Marital Status
Ethnicity	Special Needs
Street Address
City, State, Zip Code

Sample Update Screen for entering updated client data (AWARDS System)
CM Use Case 3 – Scan signed Internal Authorization to Release and Exchange Information Form

1. Present Client with benefits of participating in Shared System
2. If Client wishes to participate, then the client fills out and SIGNS the Internal Authorization to Release and Exchange Information Form
3. Scan Internal Authorization Form
4. Create transfer record to export data to Data Warehouse

PDF of signed Internal Authorization to Release and Exchange Information Form
CM Use Case 4 – Record Client’s Self Sufficiency Scores
(Initial)

1. Assess the Client’s self sufficiency status
2. Note score on each of 6 self sufficiency categories
3. Enter scores into Agency’s Case Management System
4. Create transfer record to export data to Data Warehouse

Data Element candidates for Initial Self Sufficiency Scores

Entry Income source  Housing Score
Entry Income/Monthly   Food Score
SSM record date      Health Care Score
Income Score         Employment Score
Education Score

Sample Intake screen for entering self sufficiency scores (AWARDS System)
CM Use Case 5 – Record Client’s Self Sufficiency Scores (Update)

1. Reassess the Client’s self sufficiency status
2. Note changes to scores to previous self sufficiency status
3. Enter scores into Agency’s Case Management System
4. Create transfer record to export data to Data Warehouse

Data Element candidates for update to self sufficiency scores

Entry Income source
Entry Income/Monthly
SSM record date
Income Score
Education Score

Housing Score
Food Score
Health Care Score
Employment Score

Sample Intake screen for entering self sufficiency scores (AWARDS System)

CM Use Case 6 – Port Client transaction files to Data Warehouse

1. Create a File of transaction records to export
2. Export the File to the Data Warehouse
APPENDIX C
System Components Description

A. Agency Case Management Environment

- Case Manager
- Agency Computing Environment
- Agency Case Management System
- Agency Database System
- Client Transaction File

B. Shared Case Management Environment

- Case Managers of all Agencies
- Shared Computing Environment
- Shared Case Management System
- Shared Database System
- Agency Transaction Files

C. Reports from Shared Case Management Environment

- Staff Members from all Agencies
- Reports
- Client Analysis

D. Coordinator Function Environment

- Data Integration Program Coordinator
- Staff Members from all Agencies
- Shared Computing Environment
- Shared Case Management System
- Shared Database System
APPENDIX D
Partner Agency Service Registry

Bill Wilson Center
3661 Peacock Ct.
Santa Clara, CA 95051
Phone: (408) 907-4687

Bill Wilson Center provides services to more than 5100 children, youth and young adults and families in Santa Clara County through various programs.

Services: Bill Wilson Center has programs focusing on housing, education, counseling and advocacy.

Peacock commons is a twenty eight unit apartment complex that provides supportive housing to transition age youth ages 18 -25. This includes youth who are chronically homeless, at-risk of becoming homeless, aging out of foster care or victims of domestic violence.

Additional services include case management, Employment counseling, Independent Living Skills and general counseling.

Catholic Charities of Santa Clara County
2625 Zanker Road
San Jose, CA 95134
Phone: (408) 468-0100

Catholic Charities of Santa Clara County serves and advocates for families and individuals in need, especially those living in poverty. Rooted in gospel values, CCSCC work to create a more just and compassionate community in which people of all cultures and beliefs can participate.

Services: Economic Development Services, Immigration and Legal Services, Behavioral Health Services, Children, Youth and Family Development Services, Refugee Services and Older Adult Services.
**Next Door Solutions**  
234 E. Gish Road, Suite 200  
San Jose, CA 95112  
Phone: (408) 501-7550

Next Door Solutions is the premier agency in Santa Clara County entirely dedicated to domestic violence and has the capacity to take any woman through her full path from crisis to stability.

Services: Serves women and children (boys up to 18 years). Has confidential shelter, advocacy, teen and children’s programs and counseling. Female domestic violence victims accepted 24 hours a day.

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**The Stride Center**  
1212 Broadway, Suite 400  
Oakland, CA 94612  
Phone: (510) 978-4541

The Stride Center is a non-profit social venture working to empower economic self-sufficiency for individuals and communities in the San Francisco Bay Area.

Services: Provide quality technical education and workforce relevant life and professional skills in a structured environment that will ensure success for every student in the program. They harness the power of technology and digital economy to help men, women and families on the road to self-sufficiency and independence.

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**Sunday Friends**  
730 Story Rd., Suite 3  
San Jose, CA 95122  
Phone: (408) 217-9587

Sunday Friends empowers families to break the generational cycle of poverty by fostering positive development in children while educating and guiding parents to support their children’s life to success.

Services: Family based services (parenting, education, financial literacy, educational activities for children, health and nutrition classes and other one-on-one services) for parents and children of low-income families.
Provides Financial literacy, English literacy, writing workshop, nutrition and health, parenting effectiveness, violence prevention, practical life skills, computer education, path to college and community collaboration programs.