



Arapahoe County

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Board Summary Report

File #: 24-130

Agenda Date: 3/12/2024

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To: Board of County Commissioners

Through: Philip Savino, Director, Department of Technology

Prepared By:

Philip Savino, Director, Department of Technology

Presenter: Philip Savino, Director, Gartner Consulting

Subject:

2:30 PM *HS Connects Capability Assessment Report

Purpose and Request:

The purpose of this report is to inform the Board of County Commissioners (BOCC) about the findings of a comprehensive capability assessment conducted on the custom-developed application, HS Connects. The assessment aimed to identify the existing challenges, gaps, and potential future options concerning the continuation of the application's life cycle. By presenting a detailed analysis of the current state of HS Connects, this report will assist the BOCC in making informed decisions regarding the management and evolution of this critical application within the county's technology infrastructure.

Background and Discussion: Beginning in October 2014, DHS and IT partnered to create the county's Human Services Connects (HSC) software. This software enabled DHS to become paperless by digitizing all documents upon receipt, and workflows were built into HSC to ensure the correct document was sent to the correct staff member at the correct time. HSC has been an invaluable tool that assisted DHS in maintaining timeliness and accuracy since its go-live date in January 2015. As we embark on the journey forward with this pivotal application, critical decisions lie ahead regarding its future trajectory. HS Connects has a storied history of effectively processing resident applications for accessing essential services within Human Services. It has undeniably served as a cornerstone, contributing significantly to our achievements and fostering positive outcomes. Initially conceived to seamlessly process applications for residents in need of services, HS Connects has transcended its original scope, extending its reach to encompass 11 other counties as subscribers over the past 7 years which handles over 50% of the entire state's eligibility caseload. While we have distributed this shared application with minimal return in fees, it is evident that its continued viability necessitates a thorough

evaluation and increased investment of resources to align with current technology standards. As we contemplate the possibility of the state sponsoring this application as its Unified County Auxiliary System (UCAS), legitimate concerns arise regarding its current state and the requisite resource allocation to address the gaps outlined in this report.

In summary, this assessment provides us with a comprehensive view of the current state of the application and outlines the possibilities necessary for it to evolve and thrive in the future. It sheds light on where the application stands today and delineates the requirements essential for its advancement tomorrow.

Staff and the consultants will present more details about the assessment during the study session.

Fiscal Impact: The assessment was a shared cost of \$160,000 between HS and IT.

Alternatives: N/A

Alignment with Strategic Plan:

- Be fiscally sustainable
- Provide essential and mandated service
- Be community focused

Staff Recommendation: No staff recommendation

Concurrence: HS and IT should discuss further.