

# Database System Proposal

for

## Family Support Network



Information Systems Analysis  
BA3801

Group E

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**MEMORANDUM**

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**TO:** VINCENT MARINO  
**FROM:** EXCELLENT GROUP SOLUTIONS  
**SUBJECT:** FINAL ANALYSIS OF YOUR SYSTEM AND RECOMANDATIONS  
**DATE:** 10/6/2006  
**CC:** DR. VIKKI SAUTER

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**Overview**

It has been the Excellent Groups honor and privilege to work on a system solution for the Family Support Network (FSN). Currently the system consists of an archaic stand alone PC with a DOS based Database. This database has design flaws that do not deliver the reporting that FSN needs or allow sufficient data manipulation to seek out additional grants and funding.

The current system is also a burden to the therapists. The therapist currently handwrites patient notes then enters information into the database. This is a duplication of effort is a major drain on resources that could be better appropriated to meeting and working with clients. Eliminating this redundancy is the major factor in our cost benefit to the client. The lack of reporting features causes wasted time spent calculating data that should be automatically available from the program. These time-consuming calculations will cease with the implementation of our new database.

**Recommendation**

We recommend that FSN replace their current system IMMEDIATELY. Currently the stand alone system is backed up to a disk. However, only the data is backed up and the database front end does not exist anywhere but on the current PC. If there is system failure, the program will be lost. If this happens it will become necessary to design a new database system immediately anyway. We believe that

the current PC that is being utilized for this job has surpassed the expected lifespan. Please note that regardless of your decision to replace your system with our proposed system, we believe that you are currently in dire danger of losing your system and urge you to proceed with a replacement as soon as possible.

Our method and redesign of the system and business process effectively allows the seven therapists to see an additional twenty eight clients per week. The recommended solution is internally paperless meaning that all forms and documents that are now in place will be converted to web forms. Additionally, the system will allow all users to connect to the database from anywhere internet connectivity may be appropriated.

## **Conclusion**

We cannot express enough the urgency in replacing the old system. While the current system is paid for, it is costing FSN extraordinary dollar amounts in the form of lost productivity. Our system will replace this with an efficient system that will eliminate redundancy in the process while improving the presentation of data into a flexible and useful form for management purposes. We look forward to scheduling a time with Family Support Network to discuss when they wish implementation to occur.

## **System Description**

Our recommended solution will create a nearly paperless system for FSN. All internal “paperwork” will be done through our solution, Alpha Five version 7 with an Alpha Online Account with tablet PC’s. We strongly recommend this solution, but are taking into account that grant(s) may or may not be obtained to fund our recommended solution. Therefore, we are using a stair-step approach to meet FSN’s needs, mainly budgetary. There are four other variations in which our prototype/potential solution may be used. All variations will make use of a web interface and needs to be accessed via web browser. Each variation has different features that directly affects cost. The features and costs of the four other solutions are explained in Appendix H, as our recommended solution is detailed below.

The recommended solution entails that the database is to be hosted off-site at Alpha Software. If hosted with Alpha Software, users will be able to access the database via web interface by going to <https://secure.alphafiveonline.com/your-folder/>. Any FSN member with the credentials will be able to access the database from anywhere as long as an internet connection is available and the browser SSL compliant. The Alpha Online Account will already have two folders setup on the server. One is the WWW folder, to store the web interface on, and the other DATA, to store the database on. The contents in the WWW folder will be what a user can see and use in order to manipulate the “back-end” DATA folder. With this kind of access, FSN will have more flexibility with where and when data can be entered.

To add to that flexibility, we recommend that FSN lease tablet PCs instead of their current desktops. This way the both the on and off-site therapists will be able to enter data wherever they are, either at a client site, in their car, at work, at a school, at home, etc... In fact, a therapist would not even have to be connected to the internet. The interface/forms will be loaded onto their tablet PCs so that data can be entered either online or offline. If offline, the user can later use Alpha Fives synchronization tool to synchronize with the database once an internet connection is available. This will save FSN from needing to do duplicate work. Instead of writing down notes and later transferring them into the database, all of the data collection can be done in one step instead of two. In addition to saving time, the tablet PCs will also be able to collect signatures. This will reduce cost for paper and administrative time for filing.

There will be different kinds of forms that each level of personnel can access at FSN. The therapists will be able to access forms which are needed for data entry and for session notes. The supervisors will be able to access those same forms as well as the waitlist, in order to manage the assignment of cases to therapists. The director will be able to access everything, which includes but not limited to the data entry forms, session notes, the waitlist, and report forms. Everyone will also be able to query the information to which they have access to.

To keep up with the ever varying report criteria that FSN needs to collect for their stakeholders, the director will be able to change reports, fields, and query for specific data. This is easily done through genies and tools that come with the Alpha Five application. Any changes to the interface and/or to the database can be done through an FTP connection to the Alpha Online Account.

Even though our recommended solution is more costly in face value than our four other variations, we believe that FSN will benefit more by going with our recommended solution, the cost benefit analysis is detailed in Appendix A. Some examples of ways that FSN will benefit by the recommended solution than the alternatives are by saving time with administrative duties; such as, renewing the SSL certificate, what to do in case of hard drive failure, network monitoring, backup power system, etc... will all be managed by Alpha Software at a cost of \$29.95 per month. This way, FSN can spend more time doing what FSN does best, “strengthen families and their children and to prevent child abuse and neglect”.

Not only can FSN save time by reducing administrative duties, queries can easily be generated through genies and reports are easily modifiable through Alpha Five’s report tool. This system will save the director valuable time so that less time is spent on number crunching and he will have more time raising funds. The therapists will also benefit from the query and report capabilities of Alpha Five, due to the fact that they would no longer have manually track statistics, like keeping tally of things like zip codes.

## **System Requirements**

Our system requirements have forged through multiple methods and layers of discovery. Our initial method consisted of Director Marino's presentation on the Family Support Network. Additional information was obtained from data packets passed out in class. An onsite interview with Mr. Marino at the FSN headquarters was scheduled for further fact finding. A questionnaire was developed for each of the three different user groups tailoring to the ways in which they use the system. These ideas were built into our prototype which we submitted to FSN for feedback. This coupled with numerous email exchanges (Appendix C) has allowed us to clarify needs and to formulate solutions throughout the analysis phase.

Family Support Network needs a new database was the conclusion after our initial client contact. However, as information was assimilated the solution was not so obvious. FSN therapists are currently taking lengthy handwritten notes and filling out forms that are then used to enter information into a database. The database is essentially used for reports by the director and currently of little use to the therapists. Due to this situation, therapists were not concerned with entering data into the system in a timely manner. Our system changes the process that wastes therapist time and resources while implementing a solution that will allow information to be presented in a more useful manner with flexible data reporting options that the director needs for reporting and to generate new grants and funding.

FSN is not required to be HIPPA compliant by law however; it is required by major contributors. This issue is addressed in our system by using a SSL supported browser such as Internet Explorer 6 or Mozilla Firefox 1.5 for secure data transmission. Using Alpha Five's online hosting service for the data allows for all other HIPPA requirements including security of the physical location to be satisfied. Various levels of security will be in place in the database depending on one's position in the company. The director level of security will have the ability to add or remove users from the system. Therapists will not be able to change other therapist's data but will be able to change their inputs. If a therapist quits, a supervisor or higher will then be able to edit their data. While a therapist has an active database ID they are the only person who may edit their data. However, all therapists are encouraged to designate a proxy

to change data during any absence that may occur. This is done to ensure data integrity and prevent data manipulation.

The ability to report collected data in a useful manner is perhaps the greatest failure of the current system. The new system will allow information to be searched and sorted by a multitude of fields. This method will allow any information that is entered into the database to be a searchable field and that field can be sorted by any other data field that is collected.

With the new usability of the system comes the need for broader access points. Currently one person can access the database at a time. This is huge bottleneck to production. We have opened this bottleneck by implementing an internet based solution that will allow all member of FSN to access information at the same time if needed. This allows offsite therapist to enter data into the database without having to travel to the office. While this is not a system requirement, it was a major item on the wish list.

Perhaps the greatest challenge of system was the elimination of the paperwork that was used to transfer data. Client information, permission forms, Session notes and various other documents that FSN uses with clients are paper forms. When information is to be entered into the database, a therapist must cull the ir notes to enter the information. This process is time consuming as well as inefficient. We propose that all forms that FSN uses are made in the Alpha 5 program. Additionally, we would save versions of these forms to each therapist PC. Therapist would enter their notes, client information and even have clients sign the forms that are stores on the tablet PCs. The signed documents may be stored as a .TIF file (8-10kb) and saved to the current network or the signature may be captured and uploaded to the database. As part of a near paperless system, therapist will enter all of their session notes directly into a client form. This will allow therapist to upload their information to the database when an internet connection is established. Using Alpha 5 synchronizing wizard, the data stored in these forms will be transferred to the database.

Data validation is an important part of any proposed system. All data fields must be entered to upload data otherwise the upload will fail. Additionally, the forms can be modified so that it may not be



closed or saved until all fields are complete. Because there are times when data is unavailable, there is the ability to select “NA” or “Unknown” on all required data fields to avoid any issues in saving the data.

FSN stated repeatedly a need for flexibility in making or editing reports. The current system has reports but as the reporting needs have changed they are unable to modify them to a useful format. Alpha Five has report genres that allow the user to make or modify any report with the click of a few buttons. The ease in which reports are made and/or modified is one of Alpha Five greatest selling points.

## **Feasibility**

### Political Feasibility

The political factors to consider with this system involve the stakeholders, director, therapists, supervisors, grant suppliers and any other organization that requires reporting from FSN. The grant suppliers require reports in format with specialized criteria. Additionally, each grant is based on a different number of requirements that FSN must satisfy to be eligible for the grant. Currently, management prints information then calculates data manually in order to apply for a particular grant. This is time consuming. Those supporters who require reporting will receive reports faster. If more funding from grants was generated due to additional reporting capabilities, more therapists could be hired. Using the current system, calculation errors and data entry errors are possible. Calculation error would be eliminated due to the system generating the proper reports. Data entry errors will be reduced with an easier interface and data field verification. In our recommend system, the therapist would be able to enter their notes and cases information on the laptops from anywhere. The therapist would benefit from eliminating their duplication of effort. The clients would gain from this system because of an increased organization and productivity of the therapist. This system also gives the therapist time to see additional clients and in the end decrease child abuse in the St. Louis Area.

## Technical Feasibility

FSN is a small operation with very few computers that will be affected. Currently they have a stand alone computer that hosts their database. The therapist's computers are on a three year lease. Our recommendations of implementing an Alpha 5 database will seamlessly import all of the data in the current Alpha 4 database. The technical risks involved with our proposed system are minimal. Data mapping will be a non-issue because the system is essentially an upgrade not a new product implantation. However, new features will be rolled out as part of the upgrade. The database has a GUI interface and wizards which assist with creating queries. Below are several areas where we believe a possible technical risk could be perceived.

### Database Size

Our proposed system has a limit for its database size. The database can only be 1 gigabyte on the offsite server. This may seem like a major limitation but more than 97 percent of Alpha Five Online's customers never exceed this limit. However, if FSN should surpass this limit, they may purchase another gig of storage for an additional eight dollars a month.

### Project size

The size of the project will affect all of FSN. They will be replacing seven of the eleven PCs that are used by FSN. The supervisor and director will continue to have the same desktops that they currently have since there is no need for them to have a tablet pc. All of the therapists' desktop computers will be replaced with tablet PC laptops. This will provide them with the tools to eliminate unproductive work methods that are currently being utilized.

### Database Backup

While the storage of the data offsite offers a maintenance free solution, Alpha Five does not offer a system for backing up data. The solution to the problem will be to FTP to the offsite server on a weekly

basis to download the data to the current file server at FSN. The file server in FSN's office is backed up to tape nightly. This solves the problem of not having a back up of the data incase the data becomes corrupt. Additionally, Alpha Five will be installed on their current server as part of the development environment. Should data corruption occur, a full version would be available on the FSN internal network.

### Query Development

This will have to be overcome with education. The supervisor and director regularly run reports in the database. Alpha Five has simple GUI genies for generating reports and will be able to perform all of the calculations needed for grant proposals. This process is virtually intuitive. Once they are trained on using the query genies they will be able to customize their reports to the exact specifications needed.

### Economical Feasibility

Our proposed system provides both cost saving benefits and simplification of current processes which justify the implementation of our system. The proposed benefits include time savings, indirect cost reduction, data entry simplification, and custom reports.

Cost is a major concern when considering a new system. A system must provide tangible benefits that outweigh the actual cost and intangible costs. Ideally a system should pay for itself over time. The system we propose provides efficiencies that equate to an additional two therapist with the current workload. Our system's price is within the estimation of a proposed budget and will increase the efficiency for the director, supervisors, and the therapists dramatically.

Our system will save each therapist enough time to take on 4 additional clients without working extra hours. The cost-benefit analysis may be found in Appendix A. Additionally, it must be stated with trepidation that the amount of saving and efficiencies is so great that if funding was lost, the new system would allow the remaining therapist to keep the current case loads as is.

With therapists working more efficiently, more clients will be seen who would normally be wait listed. Another possibility would be to take on clients from outside the current practice area. This is possible with the web portal and the ability to work remotely from any internet connection. This may make FSN eligible for different grants so others may be helped.

The customizable reports will benefit the director and supervisors of FSN. They will be able to specify specific data within the database for reports. This will save them the tedious task of manually calculating information for each grant.

### Operational Feasibility

The implementation of a new system will directly affect the operational structures and procedures at FSN. Because the system houses all relevant client data, the initial impact will be significant. The new system will change day to day practices of therapists and management. Although there will be changes in routines the basic concept of the system will be the same. Data will be entered directly onto laptops and then uploaded at a convenient time. The obstacle and risk associated with the system will be medium due to the fact that all the customer data must be processed into this system. There is a possibility the system could fail if the data is not properly entered or if the system is just not used at all (old habits often die hard). Although there is a risk associated with putting the system into place is medium, leaving the current system of the data management is much higher risk. The current system has a significant risk of disaster because there is a lack of backup of the current database structures and reports. With proper training and encouragement Family Support Network will be able to successfully adopt this new system with minimum risk while receiving a powerful and modern information system to drive operations.

### **System Specifications**

Alpha Five Version 7 is the recommended database solution for Family Support Network. We also propose using Alpha Five's online web hosting. Alpha Five Online features:

- Disk Space of 1 GB (1,000 MB)
- Monthly Transfer/Bandwidth of 1 GB (1,000 MB)
- RAID Storage
- Use of their Web Application Server (WAS) License
- FTP Access
- DNS Hosting ([www.YourURL.com](http://www.YourURL.com))
- Shared SSL Certificate
- 24/7 Network Monitoring Servers Physically Secured (a HIPAA requirement)
- Uninterrupted Power Supply (UPS)

We have selected for FSN the Gateway M465-E SBs tablet PC with 1.66 GHz Centrino processor and 1024 MB of 533 MHz SDRAM. This tablet PC also features a 15.4 WXGA TFT Active Matrix screen with specialized stylus for on-screen writing, sketching and on screen signature capture. Also included in this package is a built in Intel 802.11 a/b/g wireless networking card and an integrated Intel 10/100/1000 Ethernet adapter for all networking needs. If needed, there is an integrated 56K modem as well. Because the therapist will be using these laptops almost extensively at client's homes, we have specified the laptops with a 12-cell lithium ion battery that lasts 8 hours on a single charge. If needed a DC adapter is also included to charge the laptop between clients while in a vehicle. To protect this investment, the lease and purchase price includes 3 year parts and labor with next business day onsite service with three years of accidental damage coverage. An additional warranty on the battery is included to make the computer covered for all types of maintenance and hardware issues for three years.

**Appendix A – Cost Benefit Analysis**

Information Base

Number of Therapists	7	
Number of Supervisors	2	
Number of Directors	1	
Number of Clients Per Therapists	15	
Current Number of Clients	105	
Average Salary for a Therapist (according to BLS Nov. 05)	\$38,280	
Approximate Hourly Wage for a Therapist	\$18	per hour
Online Alpha 5 Database Hosting	\$360	per year
Initial Alpha 5 Online Database Hosting Setup fee	\$20	one time fee
Single Alpha 5 License	\$100	one time fee
Gateway M465-E SBb tablet	\$1,687.87	over 3 years

Initial Setup Costs

Item Description	Price	Quantity	Total Price
Single Alpha 5 License	\$100	1	\$100.00
Alpha 5 Online Database Hosting Setup Fee	\$20	1	\$20.00
			\$120.00

Annual Costs

Item Description	Price	Quantity	Total Price
Alpha 5 Online Database Hosting Yearly Fee	\$360	1	\$360.00
Gateway M465-E SBb tablet	\$563	7	\$3,938.36
			\$4,298.36

Total Cost Over 3 years = Initial Cost + (Annual Cost X 3 Years)

**Total Cost Over 3 years** \$13,015.09

## Appendix A – Cost Benefit Analysis

### Time Calculations

Time Spent in Minutes	Current System	Proposed System	Difference
Data Entry by the Therapists per Client Visit	30	10	20
Calculation of Data by Director per Grant	60	15	45
Total Time Saved in one week per Therapist (Time Saved per Client x Number of Clients per Therapists)	5 hours		
Total Time Saved in one week for the Therapists (Time Saved per Therapist x Number of Therapists)	35 hours		
Total Time Saved by the Therapists in one year (Time Saved in 1 week by the Therapists x 52 weeks)	1820 hours		
Amount of money that could be put towards clients not being serviced in one year (Time Saved in 1 Year x Hourly Therapist Wage)	\$33,495		

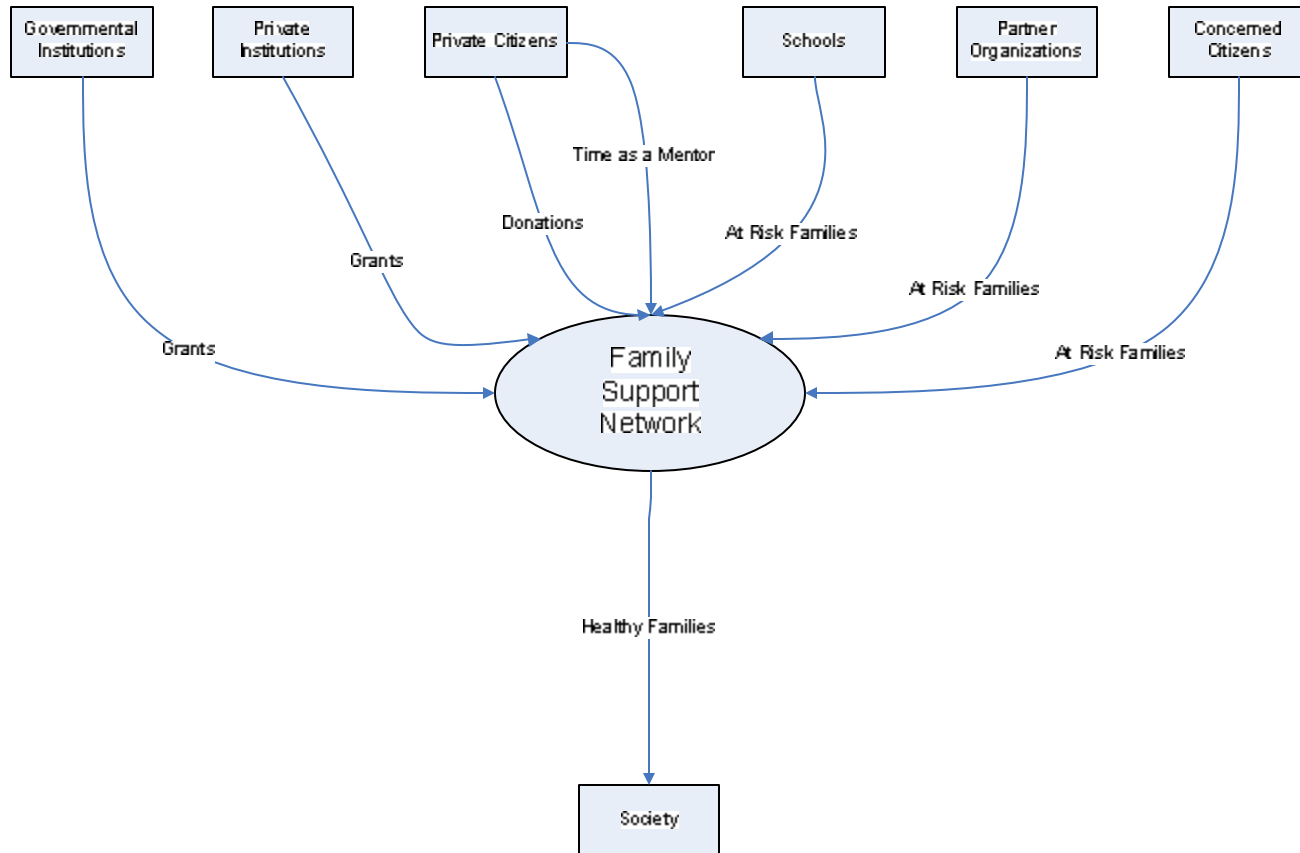
**5 free hours per therapist would allow each of them to see 4 more clients, allowing 28 more clients to be seen per week which is almost the equivalent to adding 2 more therapists.**

**The Benefit of the system would be its ability to increase the number of families that receive help to reduce the risk of child abuse from 150 to 178 with out increasing headcount.**

**Additional monetary benefits that could not be measured due to insufficient information include the time savings for the director as well as supervisors, plus terminating the lease for some of the computer equipment since the therapists will have tablet laptops would reduce cost as well.**

# Appendix B – Context Diagram

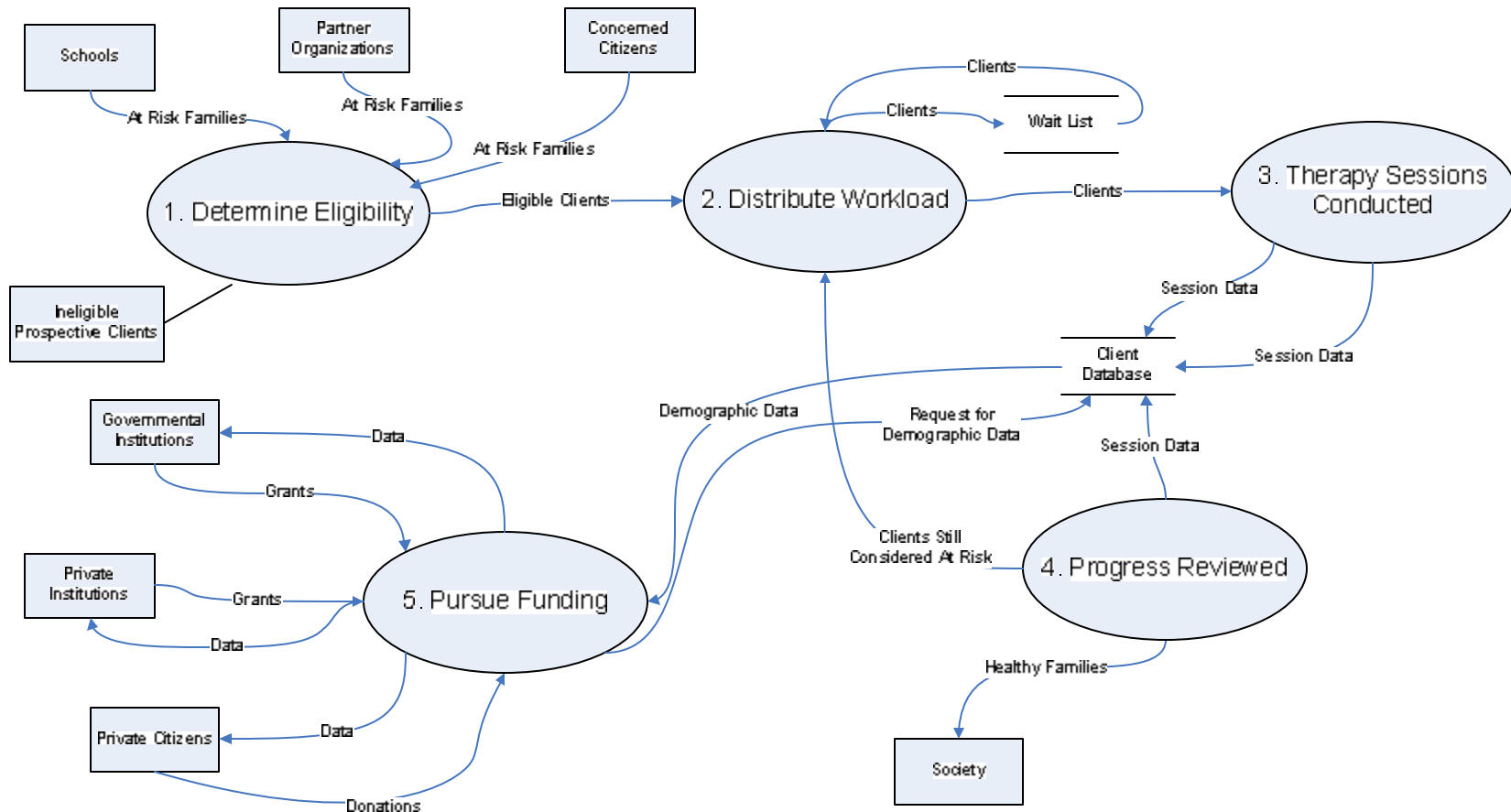
Friday, May 05, 2006





# Appendix B – Level Zero Diagram

Friday, May 05, 2006



## Appendix C – Client Correspondence

Mr. Marino:

Thank you again for meeting with us a few weeks ago. We have compiled a list of additional questions that we will need answers to in order to provide you with a more accurate assessment.

1. Does your internet service provider give you a static IP address, or a dynamic one? (Static IP addresses are generally provided to businesses, dynamic you generally see for residential use, you should be able to determine this from your bill.)
2. Do your users have to log on the computers using a password?
3. Do domains or workgroups already exist on your network?
4. What version of Windows operating system are your staff computers (not the one the database is residing on) using?
5. (To determine this right click on the My Computer icon. Click properties. On the first tab that appears there should be System information and example would be Windows XP, Professional Edition, Service Pack 2.)
6. What is the file extension that your backup file or files are being saved in for the existing database (example: test.csv - we want to know the part of the filename after the . in this case it is .csv)
7. How many computers do you have locally (in your building)?
8. Does each of your therapists that work in the main office have a computer there?
9. What do you see as being your maximum number of therapists?
10. Do you have any documentation for the Alpha 4 Software, or the current database design?

Mr. McEnaney:

What will the billing structure be like when you charge Family Support Network for the following:

- \* Development
- \* Maintenance/support
- \* Training cost

I'd like to thank both of you ahead of time for your help. If I need to further clarify anything, please let me know via email or my cell phone.

Robert Corder

314-608-2287

## **Appendix C – Client Correspondence**

*Robert,*

*Here are the best answers I can give at this point:*

- 1) static IP address*
- 2) everyone has a their own password to log on*
- 3) there is a M drive - only management staff has access to this  
there is a S (share)drive - everyone has access to this  
everyone has their own H (personal) drive*
- 4/5) Windows XP, professional edition, version 2002, service pack 2*
- 6) since it is a DOS program, I assume that it saves it as a .DOS document*
- 7) 14 computers on the network; the 1 stand alone for the current MIS*
- 8) each therapist has a computer in their cubicle*
- 9) currently we have 8 FT therapists (5 in the main office & 3 out-based);  
we have 3 contract therapists who do a little bit of work for us, but I  
doubt that we will give them access to the MIS (they currently do not  
access the system; we enter their data); we will likely add 2 Or 3 FT  
therapists in the next 2 or 3 years*
- 10) I have the Alpha 4 Installation disks plus installation instructions.  
I also have a documentation disk which contains an Alpha Four tutorial  
Manual & an Alpha Four Reference Manual. There is no documentation of the  
current database design other than copies of the various reports that  
the MIS generates.*

*Vincent Marino  
314-644-5055*

*Robert,*

*There will not be a cost for services supplied by Community Partners. We are  
working in partnership with the Family Support Network to obtain funding for  
the development and maintenance of the proposed project.*

*Thanks  
Pat*

*Patrick McEnaney  
Community Partners for a better Internet  
We can do things - "Better Together"  
P.O. Box 66088  
St. Paul Mo. 63366  
pmc@comnetstl.org  
(636) 379-8657  
<http://compartner.org>*

## Appendix C – Client Correspondence

Mr. Marino,

Thank you for your help in answering our questions earlier. We have a few more if you wouldn't mind answering them.

-What is the Brand and Model of the office file server?

-What operating system is being ran on the file server (example: MS Windows Server 2000)

-How many hard drives are on the server and what is the configuration of drives? (Single drive, dual drives, dual drives run raid 0 [mirror], or other?)

-What is the capacity of hard drive(s) in file server? Space currently used? Space available?

Thank you for your time.

Robert Corder

*Robert,*

*I will try to answer as best as I know how.*

*1) Server = Hewlett Packard I believe this is a Model # = MOOSLVQJ26 I found a booklet which says "hp ProLiant ML330 generation 3 server."*

*2) Windows XP*

*3) There is a M (management) drive, a S (share) drive, and each person has there own H (personal) drive. I am not sure if that exactly answers your question, but our office coordinator could not give me more info than this.*

*4) We are not sure what is the capacity of the hard drive, and how much is currently used & how much is available. I am assuming that if the new MIS needs more capacity than we currently have, we would need to remedy that. The company that handles our computer network & troubleshoots for us may be able to answer that question if it is absolutely necessary.*

*Vincent Marino*

## Appendix C – Client Correspondence

*Robert,*

*On the front of the server it says HP StorageWorks DAT 72 and there is also a little sticker that says G3. I have no idea if that also helps.*

*Vincent Marino*

Mr. Marino

I was wondering if you could tell us the name of the company you currently lease your computer equipment from so that we could get a pricing quote from them on the hardware you may possibly need depending on the robustness of the system you end up going with. One other thing, if you could send out a 2nd reminder to your therapists to take our survey at <http://www.umsl.edu/~rjc711/> that would be helpful too. We have currently received one from yourself, one from a supervisor and 2 from your therapists. A few more therapists taking the survey would be a bit more helpful if possible. Thank you for your help.

Robert Corder  
[RobertCorder@umsl.edu](mailto:RobertCorder@umsl.edu)

*Robert,*

*It is my understanding that we lease our equipment from Hewlett Packard. Our tech support company, Interchange Technologies, acts as the intermediary.*

*I will again send out a reminder about the survey. Some of our staff are out of the office days at a time.*

*Vincent Marino*  
314-644-5055  
[vmarino@familysupportnet.org](mailto:vmarino@familysupportnet.org)

Mr. Marino:

My group was wondering if you could provide us with some feedback as to what you thought of our initial prototype. It is in PowerPoint so you can navigate through it using the slideshow and get a general feel for the program through the screenshots. Additionally, if you can think of any data

## Appendix C – Client Correspondence

fields we have overlooked please let us know so we can add them. Thanks for your help.

Robert Corder

*Robert,*

*Sorry that I have not responded sooner. I was out of town on business all day Friday, and have been in meetings all day today until now.*

*I will try and comment on each page. Some of my remarks will be questions; some will be comments:*

*Page 1:*

*How do people get authorized to use the MIS?*

*How do people get "deauthorized" to use the MIS?*

*Will there be various levels of security where therapists only have access to certain things and supervisors have access to "everything"?*

*Will there be things that only supervisors can change/override?*

*Page 2:*

*I like being able to search by multiple field. I am assuming that one of the search fields will be by date (a beginning and an end date).*

*Page 3:*

*No comment*

*Page 4:*

*I am assuming that one of the sorts will be by date (beginning and end date). This is almost always a key sort item in any report.*

*Page 5:*

*No comment*

*Page 6:*

*We need to have a place which shows what therapist is handling the case (if not on this screen, somewhere else).*

*I was wondering how you are going to handle family members. In each case we list all of the family members. On this screen you only have 1 person*

## **Appendix C – Client Correspondence**

*Page 7:*

*No comment*

*Page 8:*

*This page would need to be reworked. The axis score is assigned to one person in the family. Sometimes there may be more than one person in the same family with an axis score. From this page I do not know who this score belongs to within the family.*

*Hope this helps.*

*Vincent Marino*

*314-644-5055*

*[vmarino@familysupportnet.org](mailto:vmarino@familysupportnet.org)*

## Appendix D - Surveys

### Director Survey

Do you predominately:

- Work onsite
- Work offsite

How often do you generate reports from the client database?

- Daily
- Weekly
- Monthly
- Quarterly
- Annually
- Never

How much time do you spend calculating data generated by the database in order to apply for 1 grant? (This doesn't include time spent applying for the grant, just time spent on calculations)

- 1-5 minutes per
- 6-10 minutes per grant
- 11-15 minutes per grant
- 16-20 minutes per grant
- 21-25 minutes per grant
- 26-30 minutes per grant
- 30-60 minutes per grant
- 60+ minutes per grant

How many grants do you apply for in one year?

Does each of these grants require different information? If so what information differs?

Do you apply for the same grants every year, and do they always require the same information?

What additional information would you like to see collected by the database?

How could the reports be modified to make your job easier? Would additional reports be required, if so what would they include?

Additional Comments



## **Appendix D - Surveys**

### Supervisor Survey

How long have you been working for Family Support Network

- Less than 1 year
- 1-2 years
- 3+ years

Do you predominately:

- Work onsite
- Work offsite

Please summarize what you do:

How often do you generate reports from the client database?

- Daily
- Weekly
- Monthly
- Only when I am asked to
- Never

What additional information would you like to see collected by the database?

How could the reports be modified to make your job easier? Would additional reports be required, if so what would they include?

Additional Comments:

## Appendix D - Surveys

### Therapist Survey

How long have you been working for Family Support Network?

- Less than 1 year
- 1-2 years
- 3+ years

Do you predominately:

- Work onsite
- Work offsite

When you enter client data into the database do you ever need to retrieve information from that database for future reference?

- Yes
- No

How often do you enter data on your clients into the database?

- Daily
- Weekly
- Monthly
- After every visit
- Only when I am asked to
- Never

How often do you see your clients?

Over a one month period how much time will you spend entering data into the client database?

- 1-5 minutes per client
- 6-10 minutes per client
- 11-15 minutes per client
- 16-20 minutes per client
- 21-25 minutes per client
- 26-30 minutes per client
- 30-60 minutes per
- 60+ minutes per client

Consider the following:

If the existing database was to be made accessible from all the desktops in the office, and had additional fields for you to save information on your client such as an overview of the session, Would you be more likely to input the information after each session?

- Yes
- No

## Appendix D - Surveys

Would this decrease the necessity of keeping notes?

- Yes
- No

With the quantity of therapists FSN employs is there ever are there ever times when multiple people need access to the database at the same time and are not able to due to it being a single terminal?

- Yes
- No

Would off site access to the database be of greater use to you?

- Yes
- No

If you said yes above please explain how this would help you:

What additional information could be collected by the database in order to make your job easier?

What additional functionality could be added to the database in order to make you job easier?

Additional Comments:

## Appendix E – Survey Results

### Director Survey Response 1

I: *Work onsite*

I generate reports: *Weekly*

How much time do you spend calculating data: *60+ minutes per grant*

How many grants they apply for: *60-70*

Does each grant require different information: *Almost all of the grants require the same or similar information, e.g number of clients served in the past year, number of children served, program outcomes, etc. Occasionally, the funder wants to know something new or different from most of our regular grants. Sometimes it is the same information, but presented in a slightly different way. For example, one funder may want to know how many families earn between \$10,000 and 20,000. Another funder may want to know how many families earn between \$15,000 and 25,000.*

Apply for same grant and does the criteria change: *Many of the grants are applied for on a regular basis. Almost always they require the same information from year to year. Occasionally, the funder wants to add a new piece of information, or wants something presented in a slightly different way. Our grant writer is always looking for new funders to apply to. In most cases, these potential new funders want much of the same information that other funders want.*

What additional information would help you: *We need to collect more detailed information in most areas. I would also like to see us be able to track client activity as it occurs. In this way, we can eliminate the monthly statistics form which the therapists currently complete on paper. We also need to track cases which are on the waiting list and cases which are assigned for follow-up.*

How could the reports be modified: *Certain standard reports can provide much of the information that I need as Program Director. However, it would be great to be able to do special queries when a funder wants information that is new or different from a standardized report. I would like to see new, additional reports on the status of cases on the waiting list, a report on the status of cases assigned for follow-up, a report on cases eligible for case review, a report on monthly case statistics, a report on case outcomes, and the ability to generate an Excel report on cases that can be sent to the Children's Division for crossingchecking with the Child Abuse Registry.*

*Many of our "current" reports have worked well, but need to be updated and expanded. However, we need a system where additions and revisions to the MIS and reports are easy to do. In addition, many times I do not need to print a copy of the report; I just need the information.*

## **Appendix E – Survey Results**

*With the current MIS I cannot view a report on the screen; I have to print the report in order to see it.*

*Additional Comments: I know that programs like ours are beginning to move more and more toward paperless MIS systems. I am not sure that this agency at this point in time could "afford" a paperless system unless we could find a very, very generous funder. If we could get a new MIS that does all of the additions/revisions that I have presented, this would be a huge step forward for the agency.*

### Supervisor Survey Response 1

I have been with FSN for: *1-2 years*

I: *Work onsite*

*What I do: Supervise 5 therapists, manage and oversee practicum students and volunteer mentors for the agency, represent the agency at community events, fairs..., assist program director in generating reports related to client outcomes and accreditation standards, assist program director in program operation and development, chair and/or member of 4 agency committees and 2 community organizations in addition to agency management team.*

I generate reports: *Monthly*

*What additional information would help you: The current data base is very limited in the amount of client data that is entered and what information can be extracted from the system. I would like to see the amount of data that can be entered be expanded upon. I would also like to see a system that is adaptable so that if changes are made in what data is collected for clients, the system can be modified to meet our needs. For the system to be the most useful, I would like for information to be easily obtainable. I would like to be able to search the database for information specific to the needs of my report, grant...I would like to entertain the idea that therapists who are off site can enter information in the system rather than having to drive to the office to do this. Ideally, more than one person should be able to access the system at a time.*

*What reports would help you: I ideally would like to be able to run reports for any of the client information that is in the system. Therefore additional reports would be required.*

*Additional Comments: Thanks for taking the time to assist us in this process.*

## **Appendix E – Survey Results**

### Supervisor Survey Response 2

I have been with FSN for: *Less than 1 year*

I: *Work onsite*

What I do: *Handle intake calls, manage the wait list, assign cases to therapists, supervise therapists work, document stats, bill for services, supervise the follow-up process and document results. That's the part of it that is related to service delivery.*

I generate reports: *Monthly*

What additional information would help you: *I'd like to be able to manage the wait list, cross reference children and parent names, manage the follow up process, document/track outcome and follow up results, Pull client data/outcomes based on the assigned therapist*

What reports would help you: *I'm sorry, I don't have time to give this a great deal of thought. I've only been here 6 weeks and I'm still learning...*

Additional Comments: *I would love to see us get really streamlined and move to a paperless system...or as paperless as possible...*

### Therapist Survey Response 1

I have been with FSN for: *3+ years*

I: *Work onsite*

Do you use the database for reference: *Yes*

I enter data: *Monthly*

How often do you see your clients: *once per week*

Time spent entering data: *30-60 minutes per client*

Would you input the info after each session: *Yes*

Would this allow you to decrease your need to take notes: *Yes*

## **Appendix E – Survey Results**

Does the single terminal cause a bottle neck: *Yes*

Would off site access be of use: *No*

Explain how off site access would help you:

What additional information would help you: *If we entered in the dates of the sessions and it automatically added the number of sessions and the units together for closing. Certain mental health diagnosis for each client.*

What additional functionality would help you: *using a mouse would help to move around the file. Also, when finding a client record if we just had to enter the first few letters fo the client name and it pulled it up that would be faster.*

Additional Comments:

### Therapist Survey Response 2

I have been with FSN for: *Less than 1 year*

I: *Work offsite*

Do you use the database for reference: *Yes*

I enter data: *Weekly*

How often do you see your clients: *weekly*

Time spent entering data: *11-15 minutes per client*

Would you input the info after each session: *Yes*

Would this allow you to decrease your need to take notes: *Yes*

Does the single terminal cause a bottle neck: *Yes*

Would off site access be of use: *Yes*

Explain how off site access would help you: *I work within the school-links program, so having access from an offsite location would be greatly beneficial.*

What additional information would help you:

## Appendix E – Survey Results

What additional functionality would help you:

Additional Comments:

### Therapist Survey Response 3

I have been with FSN for: *3+ years*

I: *Work offsite*

Do you use the database for reference:

I enter data: *Monthly*

How often do you see your clients: *once a week*

Time spent entering data: *30-60 minutes per client*

Would you input the info after each session: *Yes*

Would this allow you to decrease your need to take notes: *Yes*

Does the single terminal cause a bottle neck: *Yes*

Would off site access be of use: *Yes*

Explain how off site access would help you: *I would be able to keep up with entering info if I could enter it from a laptop or at home since I am not in the office very much*

What additional information would help you: *it would be nice if our assessment and progress notes could all be on a database*

What additional functionality would help you: *same as above*

Additional Comments:



## **Appendix E – Survey Results**

### Therapist Survey Response 4

I have been with FSN for: *3+ years*

I: *Work onsite*

Do you use the database for reference: *No*

I enter data:

How often do you see your clients: *Once a week.*

Time spent entering data: *26-30 minutes per client*

Would you input the info after each session: *Yes*

Would this allow you to decrease your need to take notes: *Yes*

Does the single terminal cause a bottle neck: *Yes*

Would off site access be of use: *No*

Explain how off site access would help you:

What additional information would help you:

What additional functionality would help you:

Additional Comments:

## Appendix F – Data Dictionary

<b>Detail</b>	<b>Description</b>	<b>Type</b>	<b>Database Name</b>
Case Name	Parent/Guardian Name	Text	Case_Name
Last Name	Client's Last name	Text	Last_Name
First Name	Client's First name	Text	First_Name
Relationship	Relationship to Parent/Guardian	Text	Relationship
Sex	Gender of Client	Text	Sex
Date of Birth	Client's birthdate	Alphanumeric	B_Date
Race	Client's Race	Text	Race
Disability	Client's Disability(ies) if any	Text	Disability
SS Number	Client's Social Security Number	9 digit numeric	SS_Number
Insurance	Clients Insurance info plan and number	Alphanumeric	Insurance
Address	Client's primary home address	Text	Address
Phone Number	Clients primary Phone number	10 digit numeric	Phone_Number
Income	Client's household income	Numeric	Income
Case Number	Case number for client in system		Case_Number
Date of Referral	Date Client was Referred to FSN	Alphanumeric	Referral_Date
Reason for Referral	Reason Client was Referred to FSN	Text	Reason_Referral
Referral Source	Agency/Person who referred Client to FSN	Text	Referral_Source
Waitlist	Client is on waitlist	Text Y/N	Wait_List
Waitlist time	Number of on waitlist		Wait_List_Days
Dates contacted	Dates Client was contacted while on waiting list	Alphanumeric	Dates_contacted
Date assigned	Date Client was assigned to a therapist	Alphanumeric	Date_assigned
Worker assigned	Therapist Case was assigned to	Text	Worker_assigned
Date reopen requested	Date previous case reopened	Alphanumeric	Reopen_Requested
Reason for Reopening	Reason Case was reopened	Text	Reason_Reopen
Date reopen assigned	Date Reopened Case was assigned	Alphanumeric	Reopen_Assigned
Worker reopen assigned	Therapist reopened Case was assigned	Text	Reopen_Worker

Date of session	Date of therapy session	Alphanumeric	Date_session
Type of session	Place where session took place and if it is a follow up	Text	Type_session
Units of service	1 unit = 1 hour measured in quarter hours (.25 1.25)	Numeric	Units_service
Client Cancel	Session where Client canceled	Text Y/N	Client_Cancel
Therapist Cancel	Session where Therapist Canceled	Text Y/N	Therapist_Cancel
Client No Show	Session where Client didn't show up	Text Y/N	Client_No_Show
Session Billing	Indicate Sessions where there is some type of billing	Text Y/N	Session_Billing
Service Plan Complete	Indicate when service plan is completed (due at least every 3 months)	Text Y/N	Service_Plan_Complete
Axis I	alphanumeric code 4 or 5 spaces with decimal	Alphanumeric	Axis_I
Axis II	Person(s) in family w/ diagnosis	Text	Axis_II
Axis III	Line for completion	Text	Axis_III
Axis IV	Problem Client is experiencing	Text	Axis_IV
Axis V	Numeric code, range 0 to 100 record current and highest past year	Numeric	Axis_V
High Risk	High Risk Case yes/no	Text Y/N	High_Risk
Date Closed	Date Case Closed	Alphanumeric	Date_Closed
Case status at closure	Describes status of client at case closure	Text	Closure_Status
Assessment Complete	Indicate if assessment of client is complete	Text Y/N	Assessment_Complete
Parent Focus	Score	Numeric	Parent_Focus
Child Focus	Score (applies for age 7 and above)	Numeric	Child_Focus
Support Referrals made	Number of Support Referrals made or confirmed	Numeric	Support_Referrals
Supports Used	Number of Support Referrals used	Numeric	Supports_Made
Goal Completion	Improvement in case situation (all, substantial, moderate, minimal, none)	Text	Goal_Completion
Case Completion	Indicate if Case is Completed	Text Y/N	Case_Completion
Parent Focus PSI	initial score, closing score, NA	Alphanumeric	Parent_Focus_PSI
Parent Focus IPA	initial score, closing score, NA	Alphanumeric	Parent_Focus_IPA
Parent Focus PSC	initial score, closing score, NA	Alphanumeric	Parent_Focus_PSC
Parent Focus GAF	initial score, closing score, NA	Alphanumeric	Parent_Focus_GAF

Child Focus BRIC	(7 years & above) initial score, closing score, NA	Alphanumeric	Child_Focus_BRIC
Child Focus TABS	(1 year to 6 years) initial score, closing score, NA	Alphanumeric	Child_Focus_TABS
Child Focus C-GAS	(All) initial score, closing score, NA	Alphanumeric	Child_Focus_C-GAS
FRS	initial score, closing score	Alphanumeric	FRS
Hotline	Indicate if called, services involved, type of abuse, and alleged perpetrator	Text	Hotline
FRS 3 month	3 month follow up score	Alphanumeric	FRS_3_month
FRS 12 month	12 month follow up score	Alphanumeric	FRS_12_month
Date assigned 3 month	Date Follow up case assigned	Alphanumeric	Date_Assigned_3_Month
Worker assigned	Worker Follow up case assigned	Text	Worker_assigned_3_Month
Date completed	Date Follow up case completed	Text	Date_Completed_3_Month
FRS score	3 month follow up score	Alphanumeric	FRS_3_month
If not completed, date of 2nd try	Date of 2nd try	Alphanumeric	2nd_Try_3_Month
Date 2nd try assigned	Date 2nd try assigned	Alphanumeric	2nd_Try_Date_3_Month
Worker assigned	Worker assigned for 2nd try	Text	2nd_Try_Worker_3_Month
Date completed	Date 2nd try completed	Alphanumeric	2nd_Try_Completed_3_Month
FRS 3 month	3 month follow up score	Alphanumeric	2nd_Try_3_Month_FRS
Indicate if not completed	Indicate if follow up not complete	Text	3_Month_Follow_Up
Date assigned 12 month	Date Follow up case assigned	Alphanumeric	Date_Assigned_12_Month
Worker assigned	Worker Follow up case assigned	Text	Worker_assigned_12_Month
Date completed	Date Follow up case completed	Text	Date_Completed_12_Month
FRS score	12 month follow up score	Alphanumeric	FRS_12_month
If not completed, date of 2nd try	Date of 2nd try	Alphanumeric	2nd_Try_12_Month
Date 2nd try assigned	Date 2nd try assigned	Alphanumeric	2nd_Try_Date_12_Month
Worker assigned	Worker assigned for 2nd try	Text	2nd_Try_Worker_12_Month
Date completed	Date 2nd try completed	Alphanumeric	2nd_Try_Completed_12_Month
FRS 3 month	12 month follow up score	Alphanumeric	2nd_Try_12_Month_FRS
Indicate if not completed	Indicate if follow up not complete	Text	12_Month_Follow_Up

Client record	Searchable by name or case#/program code	Alphanumeric	Client_Record
Client waiting list	Search by cases referred but not assigned or closed (dates, name, #)	Alphanumeric	Client_Waiting_List
Active client list	Search by cases assigned but not closed ( dates program codes)	Alphanumeric	Active_Client_List
Referrals	Search by referrals	Alphanumeric	Referrals
Disabilities	Search by disabilities	Alphanumeric	Disabilities
Case Record Review	Lists all active cases plus all cases closed within past 3 months	Alphanumeric	Case_Record_Review

## Appendix G – Prototype

### Family Support Network

---

MISSION STATEMENT: The Family Support Network's mission is to strengthen families and their children and to prevent child abuse and neglect through cost-free counseling, education, resource referral, and community based partnerships.

User Name	<input type="text"/>
Password	<input type="password"/>
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

## Appendix G – Prototype

Search  
Schedule  
Reports  
Log off

# Family Support Network

### Search

Enter name (last,first), therapist, date range (mm/dd/yy to mm/dd/yy), program, zip code, or any item you wish to search by

Search for

Would you like to sort by multiple fields?  Yes  No

## Appendix G – Prototype

Search  
Schedule  
Reports  
Log off

# Family Support Network

### Search

Enter name (last,first), therapist, date range (mm/dd/yy to mm/dd/yy), program, zip code, or any other data field

Search for

Would you like to sort by multiple fields?  Yes  No

Sort by       Secondary sort by       Add'l sort



## Appendix G – Prototype

Search  
Schedule  
Reports  
Log off

# Family Support Network

### Select a Report

Records: 2

Select	Report	Description	Sorted By	Second Sort
<input type="radio"/>	Demographics	Demographic Report	Race ▾	Therapist ▾
<input type="radio"/>	Client	Client List	Therapist ▾	Therapist ▾
<input type="radio"/>	Referrals	Referral without Details	Referrals ▾	Therapist ▾

Export Data  Yes  No

## Appendix G – Prototype

Search  
Schedule  
Reports  
Log off

# Family Support Network

### Select a Client

Records: 2

Select	Case number	Last Name	First Name	MI	Home phone	Address	Zip Code	Status	Sex
<input type="radio"/>	000004	Wayne	Peter	K	(314) 555-1212	47 Main Street	63116	Wait List	M
<input type="radio"/>	000005	Wayne	Elena		N/A	63 Somewhere Lane	63134	Active	F

[Add a New Client](#)

## Appendix G – Prototype

### Family Support Network

Search  
Schedule  
Reports  
Log off

Account: 00004 Last Name:  First:  M.I.:

SSN:  Sex:  Birthdate:  Race:

Address line 1:   
Address line 2:

City:  State:  Zip:

Home:  Work:  Other:

Disability:  Annual Household Income:

Insurance:  if private, name plan  plan #  insured

## Appendix G – Prototype

Search  
Schedule  
Reports  
Log off

# Family Support Network

Click [here](#) to return to the Clients matching your last search.

### Session Notes

Records: 3

	Date Entered	Therapist	Unit of Service	Note contents
<a href="#">Full note</a> <a href="#">Print</a>	07/09/2005	Lee	1.25	Date July 5, 2005
<a href="#">Full note</a> <a href="#">Print</a>	06/18/2005	Lee	1.00	Date: June 18, 2005
<a href="#">Full note</a> <a href="#">Print</a>	05/28/2005	Lee	1.50	initial session Date: May 27, 2005

Total units of service=

[New Session](#)

## Appendix G – Prototype

Search  
Schedule  
Reports  
Log off

### Family Support Network

---

**Case Number**

**Date created**

**Time created**

**Session Info**

**Axis Scores**

**Session Notes**

000004

06/18/2005

14:14:22

Session Date:  Units of Service   Canceled, by

Session Type   Billable to Insurance  Service Plan Completed

Axis 1 Score  Axis 2 Score

Axis 3 Score

Problems with Primary Support Group  Problems Related to Social Environment  Educational Problems

Occupational Problems  Housing Problems  Economic Problems  Problems w/ Health Care Access

Problems Related to Interaction w/ Legal system/ Crime  Other Psychosocial and Environmental Problems

None

Axis 5 : Current Rating  & Highest in Last Year

HIGH RISK?  Yes  NO

---

First Prev 1 2 3 of 3 Next Last

## Appendix H – Alternative Solutions

### Alpha Five Runtime through FSN’s LAN with 5 user licenses

This variation will be hosted at FSN on their current network. In other words, therapists will still have to come into the office to enter data, but up to five people can access the database at one time on any computer on their network. The Alpha Five database can be hosted on their current server and their current client machines will be used to access the database. Security issues should not be a problem, since the current server and all client machines are behind a firewall already.

Initial Costs:

Item	Cost
Alpha Five Single License (for development)	\$99
Alpha Five v7 3-User Runtime License	\$259
Total	\$358

Reoccurring Costs: None

Cost for...  
Year 1: \$358  
Year 2: \$0  
Year 3: \$0  
3 Year Total: \$358

### Alpha Five on a web server hosted at FSN

With Alpha Five hosted on a web server, any member at FSN with the right credentials will be able to access the database off-site. As a security precaution, we suggest that an additional server to be leased. A static IP address would also have to be assigned to the server for off-site access. As a further security measurement, we suggest the use of secure socket layer (SSL). A SSL certificate will need to be purchased and incorporated with the web interface to ensure secure transfer of data by 128-bit encryption.

## Appendix H – Alternative Solutions

### Initial Costs:

Item	Cost
Alpha Five v7 Single License (for development)	\$99
Alpha Five v7 Web Application Server License	\$349
Total	\$448

### Reoccurring Costs:

Item	Cost
Additional Static IP Address from Charter	\$120 / year
SSL Certificate from Thawte	\$149 / year
Dell PowerEdge SC430 Server	\$875 / year
Total	\$1144 / year

Cost for...

Year 1: \$1592

Year 2: \$1144

Year 3: \$1144

3 Year Total: \$3880

### Alpha Five on a web server hosted at FSN with tablet PCs

This solution is very similar to the one listed directly above. The only difference is to have FSN lease tablet PCs instead of desktops. This way, any therapist will be able to work on or off-site, with or without an internet connection. The forms will be loaded on their tablets so that data can be entered and synchronized when an internet connection is available by using Alpha Five's synchronization tool.

Another plus about this system is the use of tablet PCs. Forms that need to be signed can be signed on the tablet instead of paper.

## Appendix H – Alternative Solutions

### Initial Costs:

Item	Cost
Alpha Five v7 Single License (for development)	\$99
Alpha Five v7 Web Application Server License	\$349
Total	\$448

### Reoccurring Costs:

Item	Cost
Additional Static IP Address from Charter	\$120 / year
SSL Certificate from Thawte	\$149 / year
Dell PowerEdge SC430 Server	\$875 / year
7 Gateway M280-E SB Tablet PCs	\$3670 / year
Total	\$4814 / year

Cost for...

Year 1: \$5262

Year 2: \$4814

Year 3: \$4814

3 Year Total: \$14,890

### Alpha Five with Alpha Online Account

Alpha Five with an Alpha Online Account is very similar to our recommended solution. The only difference is that no new hardware would be purchased. This means that anyone can access the database from any machine with an internet connection. The disadvantage of this variation is that signatures cannot be collected, and data cannot be entered offline.



## Appendix H – Alternative Solutions

### Initial Costs:

Item	Cost
Alpha Five v7 Single License (for development)	\$99
Alpha Online Account Sign-up Fee	\$20
Total	\$119

### Reoccurring Costs:

Item	Cost
Alpha Online Account Subscription	\$359 / year
7 Gateway M280-E SB Tablet PCs	\$3670 / year
Total	\$4029 / year

Cost for...  
Year 1: \$4148  
Year 2: \$4029  
Year 3: \$4029  
3 Year Total: \$12,206