Database System Proposal

for

Family Support Network

Information Systems Analysis
BA3801

Group E
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MEMORANDUM

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

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 you 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 recommend 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 can not 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 efficient an 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 their 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 genies 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)
- 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

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

### Initial Setup Costs

<table>
<thead>
<tr>
<th>Item Description</th>
<th>Price</th>
<th>Quantity</th>
<th>Total Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Alpha 5 License</td>
<td>$100</td>
<td>1</td>
<td>$100.00</td>
</tr>
<tr>
<td>Alpha 5 Online Database Hosting Setup Fee</td>
<td>$20</td>
<td>1</td>
<td>$20.00</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>$120.00</td>
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</table>

### Annual Costs

<table>
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<tr>
<th>Item Description</th>
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<th>Quantity</th>
<th>Total Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alpha 5 Online Database Hosting Yearly Fee</td>
<td>$360</td>
<td>1</td>
<td>$360.00</td>
</tr>
<tr>
<td>Gateway M465-E SBB tablet</td>
<td>$563</td>
<td>7</td>
<td>$3,938.36</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$4,298.36</td>
</tr>
</tbody>
</table>

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**

<table>
<thead>
<tr>
<th>Time Spent in Minutes</th>
<th>Current System</th>
<th>Proposed System</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Entry by the Therapists per Client Visit</td>
<td>30</td>
<td>10</td>
<td>20</td>
</tr>
<tr>
<td>Calculation of Data by Director per Grant</td>
<td>60</td>
<td>15</td>
<td>45</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Time Saved in one week per Therapist</th>
<th>5 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Time Saved per Client x Number of Clients per Therapists)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Time Saved in one week for the Therapists</th>
<th>35 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Time Saved per Therapist x Number of Therapists)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Time Saved by the Therapists in one year</th>
<th>1820 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Time Saved in 1 week by the Therapists x 52 weeks)</td>
<td></td>
</tr>
</tbody>
</table>

| Amount of money that could be put towards clients not being serviced in one year | $33,495         |
| (Time Saved in 1 Year x Hourly Therapist Wage)           |                |

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 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
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@comnetsstl.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 their 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

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

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
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 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 crossing-checking 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

<table>
<thead>
<tr>
<th>Detail</th>
<th>Description</th>
<th>Type</th>
<th>Database Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Name</td>
<td>Parent/Guardian Name</td>
<td>Text</td>
<td>Case_Name</td>
</tr>
<tr>
<td>Last Name</td>
<td>Client's Last name</td>
<td>Text</td>
<td>Last_Name</td>
</tr>
<tr>
<td>First Name</td>
<td>Client's First name</td>
<td>Text</td>
<td>First_Name</td>
</tr>
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<td>Relationship</td>
<td>Relationship to Parent/Guardian</td>
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<td>Relationship</td>
</tr>
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<td>Sex</td>
<td>Gender of Client</td>
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<td>Sex</td>
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<td>Client's birthdate</td>
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<tr>
<td>Race</td>
<td>Client's Race</td>
<td>Text</td>
<td>Race</td>
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<td>Disability</td>
<td>Client's Disability(ies) if any</td>
<td>Text</td>
<td>Disability</td>
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<td>SS Number</td>
<td>Client's Social Security Number</td>
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<td>SS_Number</td>
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<td>Client's primary home address</td>
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<td>Address</td>
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<td>Phone Number</td>
<td>Clients primary Phone number</td>
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<tr>
<td>Income</td>
<td>Client's household income</td>
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<td>Income</td>
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<td>Case number for client in system</td>
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<td>Reason_Referral</td>
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<td>Date Reopened Case was assigned</td>
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<td>Reopen_Assigned</td>
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<td>Reopen_Worker</td>
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<td>----------------------</td>
<td>-------------------------------</td>
<td>--------------</td>
<td>----------------</td>
</tr>
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<td>Type of session</td>
<td>Place where session took place and if it is a follow up</td>
<td>Text</td>
<td>Type_session</td>
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<td>1 unit = 1 hour measured in quarter hours (.25 1.25)</td>
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<td>Client Cancel</td>
<td>Session where Client canceled</td>
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<td>Client_Cancel</td>
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<td>Therapist Cancel</td>
<td>Session where Therapist Canceled</td>
<td>Text Y/N</td>
<td>Therapist_Cancel</td>
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<td>Client No Show</td>
<td>Session where Client didn't show up</td>
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<td>Indicate Sessions where there is some type of billing</td>
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<td>Session_Billing</td>
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<td>Indicate when service plan is completed (due at least every 3 months)</td>
<td>Text Y/N</td>
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<td>Axis I</td>
<td>alphanumeric code 4 or 5 spaces with decimal</td>
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<td>Axis II</td>
<td>Person(s) in family w/ diagnosis</td>
<td>Text</td>
<td>Axis_II</td>
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<td>Axis III</td>
<td>Line for completion</td>
<td>Text</td>
<td>Axis_III</td>
</tr>
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<td>Axis IV</td>
<td>Problem Client is experiencing</td>
<td>Text</td>
<td>Axis_IV</td>
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<td>Score</td>
<td>Numeric</td>
<td>Parent_Focus</td>
</tr>
<tr>
<td>Child Focus</td>
<td>Score (applies for age 7 and above)</td>
<td>Numeric</td>
<td>Child_Focus</td>
</tr>
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<td>Support Referrals made</td>
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</tr>
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<td></td>
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<td>(1 year to 6 years) initial score, closing score, NA</td>
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<td>Indicate if called, services involved, type of abuse, and alleged perpetrator</td>
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<td>Worker assigned for 2nd try</td>
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<td>2nd_Try_Worker_3_Month</td>
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<td>Date 2nd try completed</td>
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</tr>
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<td>Worker assigned for 2nd try</td>
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<td>2nd_Try_Worker_12_Month</td>
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<td>Date 2nd try completed</td>
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<td>2nd_Try_Completed_12_Month</td>
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<td>12 month follow up score</td>
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<td>Indicate if not completed 12 month</td>
<td>Indicate if follow up not complete</td>
<td>Text</td>
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</tr>
<tr>
<td><strong>Client record</strong></td>
<td><strong>Searchable by name or case#/program code</strong></td>
<td><strong>Alphanumeric</strong></td>
<td><strong>Client_Record</strong></td>
</tr>
<tr>
<td>-------------------</td>
<td>----------------------------------------------</td>
<td>------------------</td>
<td>------------------</td>
</tr>
<tr>
<td><strong>Client waiting list</strong></td>
<td>Search by cases referred but not assigned or closed (dates, name, #)</td>
<td>Alphanumeric</td>
<td>Client_Waiting_List</td>
</tr>
<tr>
<td><strong>Active client list</strong></td>
<td>Search by cases assigned but not closed (dates program codes)</td>
<td>Alphanumeric</td>
<td>Active_Client_List</td>
</tr>
<tr>
<td><strong>Referrals</strong></td>
<td>Search by referrals</td>
<td>Alphanumeric</td>
<td>Referrals</td>
</tr>
<tr>
<td><strong>Disabilities</strong></td>
<td>Search by disabilities</td>
<td>Alphanumeric</td>
<td>Disabilities</td>
</tr>
<tr>
<td><strong>Case Record Review</strong></td>
<td>Lists all active cases plus all cases closed within past 3 months</td>
<td>Alphanumeric</td>
<td>Case_Record_Review</td>
</tr>
</tbody>
</table>
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
Password
Submit  Reset
Appendix G – Prototype

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

Would you like to sort by multiple fields?  ○ Yes  ○ No

Search for Smith

Search  Clear search
Family Support Network

Select a Report

<table>
<thead>
<tr>
<th>Select</th>
<th>Report</th>
<th>Description</th>
<th>Sorted By</th>
<th>Second Sort</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Demographics</td>
<td>Demographic Report</td>
<td>Race</td>
<td>Therapist</td>
</tr>
<tr>
<td></td>
<td>Client</td>
<td>ClientList</td>
<td>Therapist</td>
<td>Therapist</td>
</tr>
<tr>
<td></td>
<td>Referrals</td>
<td>Referral without Details</td>
<td>Referrals</td>
<td>Therapist</td>
</tr>
</tbody>
</table>

Export Data □ Yes □ No
# Family Support Network

## Select a Client

<table>
<thead>
<tr>
<th>Select</th>
<th>Case number</th>
<th>Last Name</th>
<th>First Name</th>
<th>MI</th>
<th>Home phone</th>
<th>Address</th>
<th>Zip Code</th>
<th>Status</th>
<th>Sex</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>000004</td>
<td>Wayne</td>
<td>Peter</td>
<td>K</td>
<td>(314) 555-1212</td>
<td>47 Main Street</td>
<td>63116</td>
<td>Waited</td>
<td>M</td>
</tr>
<tr>
<td></td>
<td>000005</td>
<td>Wayne</td>
<td>Elena</td>
<td>N/A</td>
<td></td>
<td>63 Somewhere Lane</td>
<td>63134</td>
<td>Active</td>
<td>F</td>
</tr>
</tbody>
</table>

Add a New Client: 

--

Appendix G – Prototype
Appendix G – Prototype

Family Support Network

Account: 000004
Last Name: Wayne
First: Peter
M.I.: 

SSN: 111-11-1112
Sex: M
Birthday: 07/02/1969
Race: African-American

Address line 1: 47 Main Street
Address line 2: 

City: Saint Louis
State: MO
Zip: 63116

Home: (314) 555-1212
Work: 
Other: 

Disability: ADHD

Annual Household Income: $14,323

Insurance: Uninsured

If private, name plan: 
plan #: 

Insured

Return to Client List

Cancel
Update
Family Support Network

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

**Session Notes**
Records: 3

<table>
<thead>
<tr>
<th>Date Entered</th>
<th>Therapist</th>
<th>Unit of Service</th>
<th>Note contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full note</td>
<td>Print</td>
<td>Date: July 5, 2005</td>
<td></td>
</tr>
<tr>
<td>07/09/2005</td>
<td>Lee</td>
<td>1.25</td>
<td></td>
</tr>
<tr>
<td>Full note</td>
<td>Print</td>
<td>Date: June 16, 2005</td>
<td></td>
</tr>
<tr>
<td>06/18/2005</td>
<td>Lee</td>
<td>1.00</td>
<td></td>
</tr>
<tr>
<td>Full note</td>
<td>Print</td>
<td>Initial session Date: May 27, 2005</td>
<td></td>
</tr>
<tr>
<td>05/28/2005</td>
<td>Lee</td>
<td>1.50</td>
<td></td>
</tr>
</tbody>
</table>

Total units of service = 3.75

New Session
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:

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alpha Five Single License (for development)</td>
<td>$99</td>
</tr>
<tr>
<td>Alpha Five v7 3-User Runtime License</td>
<td>$259</td>
</tr>
<tr>
<td>Total</td>
<td>$358</td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alpha Five v7 Single License (for development)</td>
<td>$99</td>
</tr>
<tr>
<td>Alpha Five v7 Web Application Server License</td>
<td>$349</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$448</strong></td>
</tr>
</tbody>
</table>

Reoccurring Costs:

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional Static IP Address from Charter</td>
<td>$120 / year</td>
</tr>
<tr>
<td>SSL Certificate from Thawte</td>
<td>$149 / year</td>
</tr>
<tr>
<td>Dell PowerEdge SC430 Server</td>
<td>$875 / year</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$1144 / year</strong></td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alpha Five v7 Single License (for development)</td>
<td>$99</td>
</tr>
<tr>
<td>Alpha Five v7 Web Application Server License</td>
<td>$349</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$448</strong></td>
</tr>
</tbody>
</table>

Reoccuring Costs:

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional Static IP Address from Charter</td>
<td>$120/ year</td>
</tr>
<tr>
<td>SSL Certificate from Thawte</td>
<td>$149/ year</td>
</tr>
<tr>
<td>Dell PowerEdge SC430 Server</td>
<td>$875/ year</td>
</tr>
<tr>
<td>7 Gateway M280-E SB Tablet PCs</td>
<td>$3670/ year</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$4814/ year</strong></td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alpha Five v7 Single License (for development)</td>
<td>$99</td>
</tr>
<tr>
<td>Alpha Online Account Sign-up Fee</td>
<td>$20</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$119</strong></td>
</tr>
</tbody>
</table>

Reoccurring Costs:

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alpha Online Account Subscription</td>
<td>$359 / year</td>
</tr>
<tr>
<td>7 Gateway M280-E SB Tablet PCs</td>
<td>$3670 / year</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$4029 / year</strong></td>
</tr>
</tbody>
</table>

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