



# Request for Proposals

## Client Management Information System

**RFP Posting:** Wednesday, March 6, 2019

**Deadline for Questions:** 3 p.m. Eastern Time on Thursday, April 4, 2019

**Submission Deadline:** 3 p.m. Eastern Time on Thursday, April 18, 2019

**Estimated Award Decision/Notification:** June 2019

Allegheny County Department of Human Services  
One Smithfield Street  
Pittsburgh, PA 15222

# Contents

Definitions

The RFP at a Glance

Section 1: Why We Are Issuing this RFP

Section 2: What We Are Looking For

Section 3: Functional Requirements

Section 4: Non-Functional & Technical Considerations

Section 5: Proposal Requirements and Evaluation Criteria

Section 6: How to Submit a Proposal

Section 7: How We Will Evaluate Your Proposal

Section 8: Contract Requirements for Successful Proposers

Appendix A: Existing DHS Client Management Systems

Appendix B: Examples of Referral Data Points

Appendix C: Re-Entry Program Frequently Asked Questions

Appendix D: Re-Entry Client Screening Process Diagram

Appendix E: Re-Entry Client Screening Decision Diagram

Appendix F: Re-Entry Client Screening Proxy Score Calculation Diagram

Appendix G: Re-Entry Client Screening Presentation Process Diagram

Appendix H: Re-Entry Program Enrollment Form

Appendix I: Montgomery Assessment

Appendix J: Re-Entry Phase 1 Service Plan

Appendix K: Re-Entry Service Coordination Client Screening Process Diagram

## **Contents cont.**

Appendix L: Re-Entry Service Coordination Client Screening Decision Diagram

Appendix M: Re-Entry Phase 2 Service Plan

Appendix N: Re-Entry Program Statuses and End Reasons

## Definitions

Unless the context indicates otherwise, the following capitalized words are defined as follows for purposes of this RFP:

1. Agreement: A contract negotiated between Allegheny County and the Successful Proposer to provide the Contract Services
2. Allegheny County: A home rule county and political subdivision of the Commonwealth of Pennsylvania
3. Client Management: The collaborative process between a human services worker and an individual to coordinate information, supports and resources in response to an individual's (and their household's) needs
4. Client Management Information System: A software solution that can be used to track, manage, and share client management efforts across DHS and DHS's network of contracted social services providers, among other features; also referred to as a Solution herein
5. Contract Services: The specific services which the Successful Proposer agrees to provide to the County in response to this RFP as more particularly described in the Scope of Services in the Agreement
6. DHS: [Allegheny County] Department of Human Services
7. Proposal: A completed Response Form, with specified attachments, submitted in response to this RFP
8. Proposer: The individual, non-profit organization, or for-profit organization or business submitting a Proposal in response to this RFP
9. Response Form: The Word document in which Proposers respond to requested information about this RFP
10. RFP: Request for Proposals
11. Solution Instance: a variation of a given software solution configured to meet a specific business need
12. Successful Proposer: The Proposer(s) selected by the County to provide the Contract Services

# The RFP at a Glance

## ***Purpose***

The Allegheny County Department of Human Services (DHS) and DHS's network of contracted social services providers use custom IT applications created by DHS to document a myriad of social services provided to Allegheny County residents. These applications capture, manage, and track client and other information to facilitate processes in client and case management, information sharing, monitoring, and billing (see Appendix A for a complete list of custom DHS applications). DHS, in collaboration with a workgroup of contracted providers, has identified issues and challenges with the current applications and is seeking to address these issues and challenges through a more flexible IT solution. Specifically, DHS, on behalf of Allegheny County, is soliciting Proposals for a comprehensive, yet modular, Client Management Information System (CMIS or Solution). DHS also sees this solicitation as an opportunity to discover and implement a framework that can be built on in coming years as business needs continue to evolve. DHS is interested in existing and emerging software solutions and approaches, including IT platforms, that will do the following:

- Eliminate dual entry into multiple computer applications, spreadsheets and/or databases to reduce administrative burdens on DHS staff and contracted providers
- Support sharing of provider service information with DHS and other providers, to ultimately enrich a client's experience and DHS's service capabilities
- Encourage programs and providers to own, manage, and evaluate their own data and use it to make data-informed decisions about improving quality and approaches
- Reduce the IT costs associated with the creation and ongoing maintenance of IT solutions that support programs' needs
- Allow for IT process changes at the speed of business
- Provide opportunities for programmatic growth and expansion
- Collaborate on Solution's governance to ensure IT investments support business objectives at a reasonable IT cost

## ***What's important to us***

We are looking for a commercially available CMIS that is configurable and user-friendly. It should provide data analysis tools and customized reporting options and have the capacity to integrate with DHS and external software applications.

We also want a CMIS that has demonstrated success in supporting human services Client Management data and processes and provides tools to support ongoing maintenance and monitoring of usage and overall business impact.

Proposers should help us understand the strengths and limitations of their proposed Solution and offer modifications or workarounds to address limitations.

## ***What we don't want***

We are not interested in a custom Solution that requires significant IT assets and is costly to maintain and enhance due to its complexity. If proposing a custom Solution, a Proposer must make a strong case for

how the proposed custom Solution would be maintained and supported in an ecosystem where the Solution must scale to support various business needs for DHS as well as for our contracted providers.

### ***Award details***

We anticipate that up to \$2 million will be available over the first year for a CMIS that addresses the needs outlined in this RFP, with the potential for additional funding for ongoing enhancements and costs after initial implementation. We expect to enter into an Agreement with at least one Successful Proposer, though we may select multiple Proposers to enter into Agreements.

### ***Who can apply***

All entities, including but not limited to non-profit organizations, for-profit organizations, small businesses and individuals, are eligible to submit a Proposal in response to this RFP. Proposers must meet all of Allegheny County's contractual requirements (see Section 8: Contract Requirements for Successful Proposers) and have the programmatic, financial and staffing capability to provide the Contract Services.

### ***Timeline***

Deadline for Proposers to submit questions about this RFP is 3 p.m. Eastern Time on Thursday, April 4, 2019.

Proposals must be submitted by 3 p.m. Eastern Time on Thursday, April 18, 2019.

Proposers will be notified of the County's decision to award an Agreement in June 2019.

### ***Who we are***

On behalf of Allegheny County, DHS is the issuing office for this RFP.

DHS is the largest department of Allegheny County government and provides publicly-funded services to more than 200,000 people annually, in areas including child welfare, behavioral health, aging, intellectual disability, homelessness and community services.

While some services (e.g., child welfare case management, advocacy services to individuals age 60 and over, information and referral services, involuntary commitments) are provided directly by DHS staff, many services (e.g., foster care, senior centers, housing, behavioral health treatment) are provided by DHS's network of more than 300 contracted service providers. DHS contracts with these provider agencies to provide specific services and is responsible for programmatic and fiscal monitoring. DHS services are funded through a combination of federal, state, and county sources, as well as private funding from several local and national foundations. Many services are governed by regulatory and statutory guidelines; others are delivered based on assessed needs and best practices.

More information about DHS is available at <http://www.alleghenycounty.us/human-services/index.aspx>

## Section 1: Why We Are Issuing this RFP

For the last twenty years, DHS has made strides by deploying custom transactional client management systems, data warehouse capabilities, and other technical assets to support not only our own programs but also those of our contracted providers. DHS leverages its robust data infrastructure through an analytics and planning department to assist with programmatic decision-making, accountability, quality service delivery and good stewardship of public funding. However, analysis is only as good as the data entered by DHS and by contracted provider staff, and IT applications can impede the ability to record quality data. There are limitations associated with the development, roll-out, maintenance, and ability to scale, of custom software solutions such as the ones that DHS currently uses. Our current IT approach is unable to keep pace with changes in business and the addition of new programs and is becoming costly to manage.

Currently, DHS requires contracted providers to submit client-level data to DHS about the services that they provide using one or more DHS IT applications. These applications have become some providers' de facto case management systems because smaller providers may not have the financial resources to invest in case management systems of their own. Other providers find that they are duplicating efforts by entering data in DHS systems as well as their own. In both cases, the client information is not shared between providers, making the coordination of care for Allegheny County residents increasingly difficult. Thus, providers are not able to benefit by using this data to effectively administer services to their clients and to improve the overall quality and operations of their organization and the local human services system. Providers also rely heavily on DHS infrastructure for training and on-demand support for DHS applications, which is often not as efficient as their own internal system or a system provided by a third party.

The social services field continuously changes due to funding, regulatory changes, and the introduction of evidence-based programming. DHS also often sees contracted providers merge to reduce administrative costs. DHS senses that the human services field has now reached a point in technical maturity where custom solutions are no longer the only option. We believe that there are other economical and sustainable approaches worth exploring that can support the operational and data needs of DHS and its contracted providers. We see this RFP as an opportunity to innovate and to enhance our IT methodology, which will have a positive impact on the quality and coordination of service delivery in Allegheny County.

Through this RFP, DHS seeks a comprehensive, yet modular, CMIS that can support DHS and contracted providers in sharing important information. It is important that efforts are not duplicated, gaps in services are minimized, services and outcomes are documented for individuals and families, and frontline staff are prompted through alerts and next best action steps to meet the needs of their clients. The Solution must offer the ability to build data modules and elements without constant expert technical skills so that social services staff of varying abilities can build, modify, and easily maintain the Solution with minimal technical support. Because of the variety of needs, applications and uses, the Successful Proposer will need to demonstrate flexibility in meeting the requirements defined in this RFP.

In addition to meeting the technical requirements described in this RFP, we are interested in Proposers' ideas about how to best govern the Solution and related platforms to extract the most value for DHS and contracted providers while keeping costs under control. We will look for the Successful Proposer to partner with us on an ongoing basis to provide technical solutions and practical best practice strategies to regulate and standardize the configuration and customization process.

## Section 2: What We Are Looking For

DHS seeks to enter into an Agreement with a Successful Proposer that can provide a cost-effective, flexible, and feature-rich CMIS. We are using the term “client management” to be synonymous with “case management,” with the understanding that a client is the common element among social service providers.

DHS expects Proposers to explain pricing structure, options, and associated benefits. DHS would like both cost to implement the initial baseline Solution and costs per similar and different Solution Instances created based upon the established baseline. Additionally, DHS would like a realistic estimate on the total cost of ownership of these Solution Instance(s) moving forward. More information about how Proposers should structure a proposed budget can be found in the Response Form for this RFP.

DHS seeks the following requirements in a Client Management Information System:

### 2.1 Usability/Functionality

- A. For end users, the Solution must have a user-friendly, web-based interface and positive user experience. Similarly, on the development side, the creation of data modules, additional fields, validation criteria, and pick-list values must be intuitive for average users.
- B. The Solution should have a track record of being stable, responsive, and available for use 24/7/365 except for scheduled downtimes.
- C. The Solution must provide the ability to share client-level data across providers, as needed.
- D. The Solution should be usable on mobile devices, including smartphones and tablets.
- E. See Section 3 for additional specific functional requirements.

### 2.2 Integration and Configuration

- A. The Successful Proposer must have the capacity, willingness and proven track record to provide Solution configuration or customizations to meet our needs in a timely manner.
- B. The Solution must provide the ability to upload client level data into the system from external sources (e.g., CSV or XML files from service provider data systems, integrated with other systems via standard APIs, etc.).
- C. The Solution must provide access to the raw data in a relational database format so that staff who are experienced with data analysis can query and/or export it.
- D. The Solution must provide administrative access to efficiently manage business operations (i.e., ability to create/edit/delete user roles and workflows, ability to add/modify screen flow and validations, etc.), including ability to audit client and user activities.
- E. The Solution must include the ability to add customized fields and easily reportable field values. These customized fields should have a low total cost of ownership in the ongoing maintenance of the Solution.
- F. The Successful Proposer must be able to implement a Solution that integrates with one or more of DHS’s existing systems, including DHS’s Master Client Index (MCI) (see Appendix A for information on the MCI and all other DHS applications).
- G. The Successful Proposer must present a clear, effective and efficient approach to legacy data migration.



- H. See Section 4.1 for additional technical considerations.

## 2.3 Data Quality and Reporting

- A. The Successful Proposer must provide the ability for DHS to access all underlying data as needed.
- B. The Solution must contain data analysis and ad hoc reporting tools for use by both system administrators and end users.
- C. The Solution must allow end users to run reports on their own as needed, including the ability to use report input controls (e.g., program, date range, worker).
- D. The Solution must have a drag and drop or similar style customizable reporting platform that is user friendly and does not presuppose that users have in-depth knowledge of back end data structures, with ability to establish and run reports at the client, program, agency and system levels.
- E. The Solution must include data quality controls (i.e., data entry validation reports).
- F. The Solution must provide the ability to implement data validations to help ensure data quality (i.e., no dates of birth from 1800s, client cannot be both a veteran and under 18).
- G. The Solution must provide the ability to de-duplicate client and household records across the implementation, including system administrator ability to manage client and household duplications to maintain data integrity. The CMIS should offer processes for de-duplication and monitoring for data quality assurance.
- H. See Section 4.1 for additional data quality and reporting considerations.

## 2.4 Documentation and Support

- A. The Successful Proposer must have capacity and a demonstrated reputation for providing quick and responsive customer support.
- B. The Successful Proposer must provide training to DHS staff because DHS staff will serve as the technical support resource to end users.
- C. The Successful Proposer must provide all necessary documentation to support administration and use of the software (e.g., system and reporting functionality, end user guides, etc.).
- D. The Successful Proposer must provide both testing and training environments that replicate the production environment.
- E. The Successful Proposer will be expected to operate in an agile-like delivery model where potential Solutions support an iterative development approach focused on delivering high impact and value to DHS and our provider partners. To this end, the Solution should support tracking usage and events so that the overall impact of the Solution and/or changes can be measured after deployed to the production environment.
- F. The CMIS should allow system administrators to impersonate or shadow end users to assist with troubleshooting (i.e., ability to see system from end user's perspective).

## Section 3: Functional Requirements

The Solution must capture services varying in intensity (e.g., dosage, frequency of interaction, types of information gathered, interventions utilized) and duration and delivered by a multitude of DHS offices and contracted service providers. Data will come from the full spectrum of human services service areas.

Our vision of CMIS functionality can be broken down into modules, with each module containing specific business processes and interactions between a staff member (either DHS or a contracted service provider) and a client. We also want to capture information outside of, but closely related to, the client management sphere (e.g., program descriptions and capacity, staff-related documentation). The visualization below is a depiction of the modules pertaining to service delivery and the administrative functions that support ongoing program management. It is important to note that the representation below does not depict the final desired requirements.

We expect to expand on these modules and their intended functionality through further discovery sessions and expect that the Successful Proposer’s Solution will have the flexibility to support DHS and contracted providers in this iterative process. Specifically, we will continue to develop a set of user stories that describe the functionality desired within each module based on the business processes that are most commonly required by particular types of users.

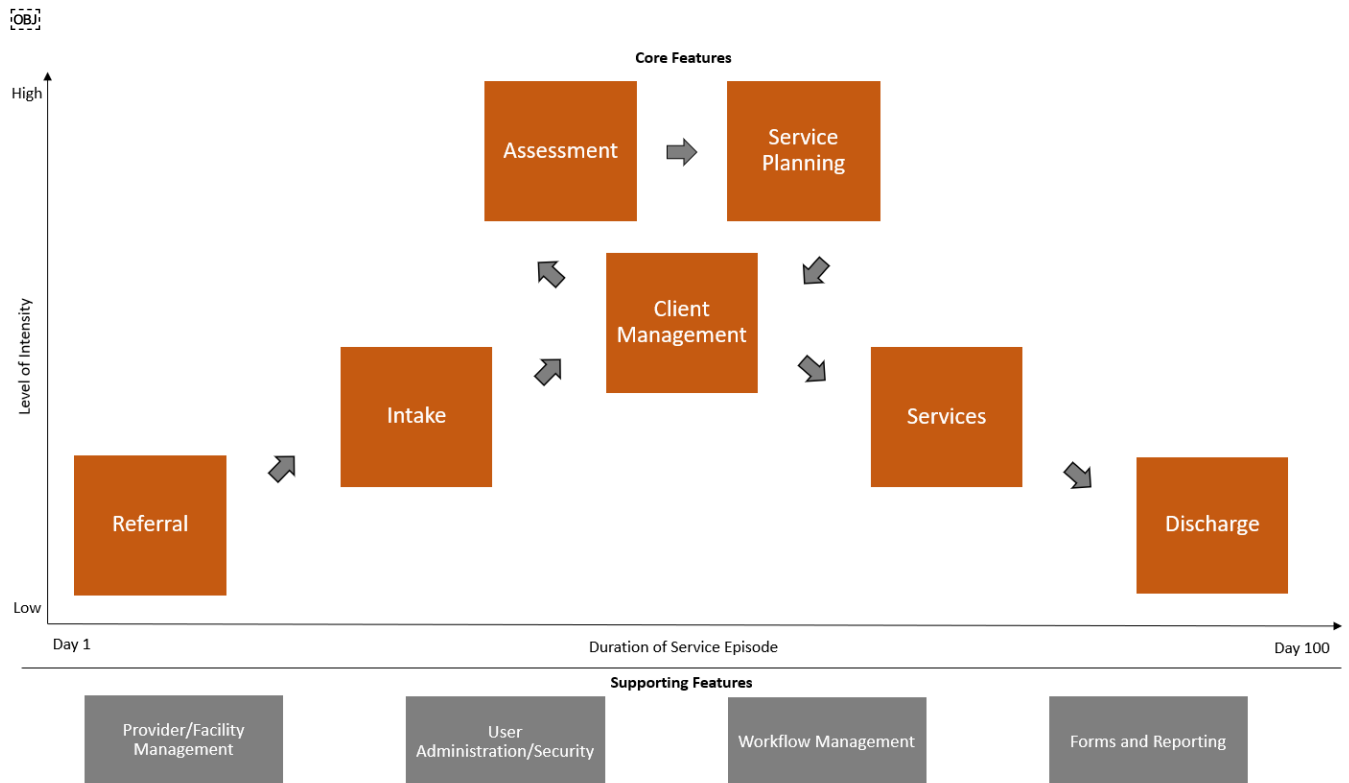


Figure 1: Client Management Core Modules

### 3.0 General Functional Requirements

Below are the most common general functional requirements DHS has discovered to date.

Ref #	User Story
3.0 A	As a worker, I want to enter data in real time while working with a client.
3.0 B	As a supervisor, I want to restrict a client's entire record (e.g., high-profile case, previous client becomes an employee) or specific data collection fields within a client's record, specifically phone number or address.
3.0 C	As a worker, I want to update or amend existing data within a client's record at any point during the service episode.
3.0 D	As a worker, I want to capture electronic signatures of clients, workers and supervisors.
3.0 E	As a worker, I want data collection fields to carry over into other modules (e.g., previous module, assessment to case plan) to reduce redundant data entry.
3.0 F	As a worker, I want to communicate with other users or clients from within the system through text, e-mail or internal messages.

### 3.1 Referral

The Referral Module supports use cases where stakeholders have become aware of, or are first receiving information about, an individual or household in need of assistance, such as a service or resource.

Ref #	User Story
3.1 A	As a supervisor, I want to accept referrals from a variety of sources and in any form (e.g., phone call, website submission, paper, e-mail, walk-in, electronic).
3.1 B	As a worker, I want to receive referrals for any household composition (i.e., identified client, identified client within a household, or entire family).
3.1 C	As a supervisor, I want to waitlist a referral when there is no capacity to serve client in the immediate future.
3.1 D	As a worker, I want the option to connect multiple referrals received over time for the same client to one record or keep them as separate records.
3.1 E	As a worker, I want to enter attempts at engagement with the client and referral source.
3.1 F	As a worker, I want to document the outcome of a referral.

### 3.2 Intake

The Intake Module tracks the initial interaction to review programmatic information after acceptance for service/resource.

Ref #	User Story
3.2 A	As a worker, I want to see what services (within my own provider) a client is eligible for based on demographic information and other indicators.

### 3.3 Client Management

The Client Management Module provides ongoing review and revision of information within a client record throughout the duration of services or activity between a given client and a service provider.

Ref #	User Story
3.3 A	As a worker, I want to add natural or professional supports to a client's record.
3.3 B	As a worker, I want to document the details of critical incidents at the client or household level.
3.3 C	As a worker, I want to schedule meetings and alert invitees of the meeting via e-mail, text or letter.
3.3 D	As a worker, I want to store electronic documents related to the client's service provision within their record.

### 3.4 Assessment

The Assessment Module supports users by gathering multi-dimensional and holistic information about strengths and needs to gain a better understanding of individuals', families', or households' presenting issue(s). The Family Advocacy and Support Tool (FAST), Child and Adolescent Needs and Strengths (CANS) and Adult Needs and Strengths Assessment (ANSA) are examples of assessments that DHS and contracted providers currently use. Assessments are usually a direct input into the Service Planning module and subsequent processes, but they are not always necessary for Service Planning.

Ref #	User Story
3.4 A	As a worker, I want to assess the client and/or other household members.

3.4 B	As a worker, I want to complete or update assessments at any point during the service episode.
3.4 C	As a worker, I want to document different types of assessments, screenings or evaluations.

### 3.5 Service Planning

The Service Planning Module supports collaboration in developing goals related to individual clients' needs and presenting issue(s).

Ref #	User Story
3.5 A	As a worker, I want to select a domain for each goal and enter the goal in the client's own words.
3.5 B	As a worker, I want to edit and update service plans to document client's progress towards goals and action steps.
3.5 C	As a worker, I want each version of a client's service plan to act as a point-in-time snapshot for historical purposes.
3.5 D	As a worker, I want to document other types of plans (i.e., crisis, safety or discharge).

### 3.6 Services

The Services Module is a key module that tracks interactions with an individual, household, supports, or professionals to promote well-being while working towards service plan goals or the aim of services.

Ref #	User Story
3.6 A	As a worker, I want to document interactions with and on behalf of a client at any point during the service episode.
3.6 B	As a worker, I want to record indirect time (i.e., paperwork, supervision, preparation for interactions or research) related to a client.
3.6 C	As a worker, I want to enter referrals for other services or resources made on behalf of the client or other household members.
3.6 D	As a worker, I want to record a client's attendance at group activities, classes or events.

### 3.7 Discharge

The Discharge Module supports preparation for when an individual or household is no longer involved in services, by choice or due to constraints of the service program itself. Discharge may include linking the individual or household to supportive services to follow-up on future needs.

Ref #	User Story
3.7 A	As a worker, I want to discharge a client at any point during the service episode.
3.7 B	As a worker, I want to document interactions after a service episode has ended.

### 3.8 Provider/Facility Management

The Provider/Facility Management Module supports storing program and staffing information in a central location for monitoring and oversight. Note that this module would require strong integration capabilities with DHS's existing IT ecosystem.

Ref #	User Story
3.8 A	As an administrator, I want to enter and update a program's description, eligibility requirements and capacity.
3.8 B	As a worker, I want to document professional development training I have completed.
3.8 C	As a supervisor, I want to capture the details of supervision sessions with workers, including work not directly related to a client, such as administrative tasks, caseload management and professional development.
3.8 D	As a supervisor, I want to view how productive a worker is with their time based on direct and indirect time spent with clients on their caseload.

### 3.9 User Administration/Security

The User Administration/Security Module relates to configuring and editing data elements and initiating, controlling and monitoring access to the Solution.

Ref #	User Story
3.9 A	As an administrator, I want to add, manage and delete data collection fields (e.g., text, numerical, calendar, currency, pick list) on an ongoing basis.
3.9 B	As an administrator, I want to apply simple screen validation rules to specific fields.
3.9 C	As an administrator, I want to modify or add custom data collection fields on top of standard screen flow.
3.9 D	As an administrator, I want to configure the questions, ratings, types of responses, flow and scoring for different types of assessments, screenings and evaluations.
3.9 E	As an administrator, I want to configure the domains, fields, statuses and flow for different types of service plans.
3.9 F	As an administrator, I want to create user security profiles to control what fields users can edit or access.
3.9 G	As an administrator, I want to grant and revoke user access in real-time.
3.9 H	As an administrator, I want an audit log of what has been viewed and edited within a client's record, by whom, when, and what the information was changed from/to.

### 3.10 Workflow Management

The Workflow Management Module supports administrators in defining and automating the process of information passing from one user to another to spur action. It also reinforces overall business processes and timely data entry.

Ref #	User Story
3.10 A	As an administrator, I want to configure staffing units within each program.
3.10 B	As an administrator, I want to create, manage and delete workflows (per user role) as items advance through the system.
3.10 C	As a worker, I want to send completed items (e.g., assessments, service plans) to a designated supervisor for approval.

3.10 D	As a supervisor, I want to approve or reject completed items sent for approval and provide user with feedback.
3.10 E	As an administrator, I want to establish specific timeframes and items (e.g., intake, assessments, service plans, discharge) that require the generation of alerts.
3.10 F	As a worker, I want to receive alerts when tasks or items (e.g., intake, assessments, service plans, discharge) need to be completed for a client.

### 3.11 Forms and Reporting

The Forms and Reporting Module upholds data collection and utilization to aid users in answering specific questions or analyzing trends. This module also supports sharing pertinent and actionable data points to users at the right time.

Ref #	User Story
3.11 A	As a worker, I want to download screens (and the corresponding fields) as forms to complete with a client outside of the system.
3.11 B	As an administrator, I want access to the underlying data for each client, program, or organization.
3.11 C	As an administrator, I want to configure reports from the underlying data for one-time or recurring use.
3.11 D	As an administrator, I want changes to data collection fields to be considered in generated reports.
3.11 E	As a worker, I want to receive notifications when events (e.g., birth of a child, other program involvement, recent criminal charges) have been documented for a client I am serving.
3.11 F	As a fiscal manager, I want a billing extract that shows information about the clients served during a specified period to assist with generation of invoices.

### 3.12 Examples of Core Flows

The following examples are the most common ways that DHS has discovered to date by which an individual or household can move through the functional modules during a given service episode. These flows are not an exhaustive list but are representative of the needs for a fluid and flexible Client Management Solution.



### Flow 1: Core Functionality

A father brings his 16-year-old daughter, Angelica, into a mental health provider to receive outpatient therapy after being referred by her school's guidance counselor. Angelica meets with an intake coordinator who obtains demographic and insurance information as well as an overview of Angelica's concerns. After meeting with the intake coordinator, Angelica meets with her newly assigned Outpatient Therapist, Brenda. Brenda completes a more thorough assessment of Angelica's mental and physical health and any impacts this is having on her relationships and social functioning. Brenda discusses with Angelica what she hopes to achieve during treatment and this exercise leads to the development of Angelica's service plan. When Angelica returns for her weekly appointments, Brenda uses a variety of therapeutic techniques to assist Angelica with working towards her service plan goals. When Angelica feels as though her mental health and/or social functioning have improved, she and Brenda end outpatient therapy services.



Figure 2: Core Functionality

### Flow 2: Core Lite

The Thompson family wants to enroll their two school-aged children in a local afterschool program after hearing about it from another family in their neighborhood. The afterschool director meets with the Thompson family to obtain specific information about each child, such as name, age, grade level, likes and dislikes, allergies and emergency contact information. The afterschool director reviews and completes the parent handbook with the family. The day after intake is completed the Thompson children begin attending the afterschool program. Their afterschool teacher keeps track of their daily attendance and includes any notes about their behavior while at the program. When the Thompson family locates alternative afterschool care for their children, the family exits the program.



Figure 3: Core Lite

### Flow 3: Waitlisted Referral

William is a 19-year-old youth experiencing homelessness. His service coordinator sends a referral on his behalf to a housing assistance program. The program coordinator, Lisa, contacts William to obtain more information about his current living situation and any specific needs he may have. Lisa informs William that all the housing units are full now, but if he would like, she will add William's name to a waitlist. Based on William's rank on the waitlist, he is contacted when a unit opens. Once a unit becomes available for William, Lisa reaches back out to William to see if he is still in need of housing assistance. William agrees and at that point, Lisa gathers information from William about his history of housing instability, mental illness, unemployment and other factors that may need to be addressed throughout the course of services. William is placed in a housing unit and receives supportive services for some of the underlying

issues that have led him to become homeless. When William can achieve a level of self-sufficiency, he is discharged from the program.



Figure 4: Waitlisted Referral

#### Flow 4: One-Time Assistance

John, a 45-year-old man, is unexpectedly laid-off from his welding job. John contacts a food pantry to obtain assistance because he must put his last paycheck towards rent and other bills. The receptionist informs John the food pantry is open on Friday morning. John makes his way to the food pantry on Friday morning, provides some basic information about himself and receives non-perishable food items.



Figure 5: One-Time Assistance

#### Flow 5: Assessing for Program Eligibility

Ashley is currently employed as a nurse’s aide but is interested in going back to school to pursue an associate degree in the medical field. There is a job training program in her neighborhood that will allow her to go back to school for free if she meets specific eligibility requirements. Her employer makes a referral for Ashley to be considered as a candidate for the program. Ashley is contacted by the program representative and asked to provide information about her education, employment history and income. The program representative asks Ashley to take an online placement test to determine her basic proficiency level in math and science. Based on Ashley’s responses and scores, the representative determines she is a qualified candidate for the program and requests more information about the academic track Ashley hopes to pursue in the program. Ashley sets a class schedule for the following four semesters to complete the necessary coursework. Once Ashley has graduated with her associate degree, she receives assistance with job placement and after receiving an offer for employment, Ashley is discharged from the program.



Figure 6: Assessing for Program Eligibility

#### Flow 6: Multiple Referrals Over Time

The Smith family has a child named Luke who was diagnosed with a chromosomal disorder at a very young age. As a result, the Smith family has needed supportive services in the home to assist with tending to his basic needs. Luke received services for two years when he was a toddler, but the Smith family moved out of the county to be closer to extended family, which caused them to be discharged from the program. The

Smith family returns to Allegheny County for work a few years later and quickly reaches back out to the medical specialists for aid in providing for Luke, who is now seven years old. The specialists review Luke’s previous service record to see what interventions were successful in increasing his sense of independence. They connect the new request for service to his old service record and update his activities of daily living. As Luke progresses with gaining the skills to be able to take care of himself on a more regular basis, the Smith family discontinues services for the time-being.

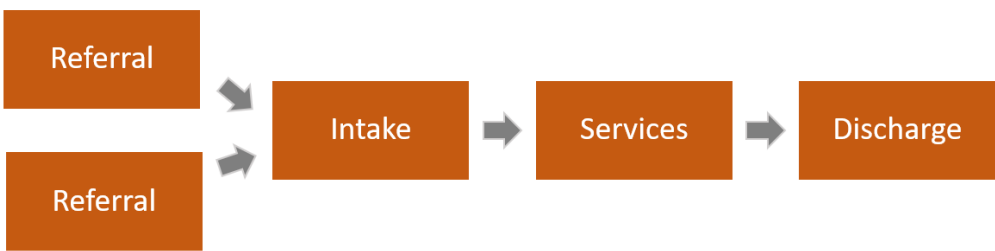


Figure 7: Multiple Referrals Over Time

### Flow 7: Services Before Intake

Molly and Jared are a couple who have a one-year-old daughter. They are referred to early intervention services by their pediatrician because their daughter appears to be developmentally delayed. When the early intervention specialist, Jamie, reaches out to Molly and Jared to discuss services, they mention they are on the brink of eviction and need help to maintain their current apartment. Jamie understands that the family’s housing stability can greatly affect their child’s development. Jamie makes a referral to a rental assistance program that provides the family one month’s rent to avoid eviction. After the family’s housing situation has been addressed, Jamie completes the intake process to gather information about the concerns Molly and Jared have about their child. Jamie provides the couple with activities they can do with their child to increase mobility and fine motor skills. After nine months of working with the family, Jamie notices drastic improvements in the child’s development and the parents’ knowledge. Jamie and the family make the decision to cease services and allow the pediatrician to monitor developmental milestones at regular well-child checks.



Figure 8: Services Before Intake

### Flow 8: Critical Incident During Services

Katherine, a 73-year-old woman, is the primary caretaker for her two grandchildren because her daughter (the children’s mother) lost custody of the children due to her struggles with addiction. Katherine is referred for in-home parenting support from her Office of Children, Youth and Families’ (CYF) caseworker, as CYF is overseeing the temporary placement of the children. Jill, the parenting support worker, has an initial home visit with Katherine to gain a better understanding of the family’s current situation and the behavioral issues with the children. Katherine explains she would like help with managing the children’s behavior when they return from visits with their mother. Katherine also reports the children’s school has

reported a decline in their grades and performance, which she is unsure how to handle. Jill and Katherine begin meeting weekly to discuss and practice different parenting techniques as well as coordinating with the children’s teacher more regularly. At one home visit, Katherine is complaining of shortness of breath, pain in her arms and a tightness in her chest. Katherine reports she has been experiencing these symptoms since the morning when the children left for school. Erring on the side of caution, Jill convinces Katherine to call 911 to receive any necessary medical attention and Jill remains with Katherine until the ambulance arrives to check her over. Katherine needs to be taken to the local hospital as the ambulance technicians are concerned she is having a heart attack. Jill contacts the CYF Caseworker and the children’s school to inform them of the incident. After coordinating with the CYF Caseworker that the children have appropriate supervision when they return from school, Jill completes documentation of the critical incident that occurred during the home visit and alerts her supervisor and director. When Katherine is discharged from the hospital, Jill resumes meeting with her regularly until the children are returned to their mother’s care, at which time services end.



Figure 9: Critical Incident During Services

**Flow 9: Unplanned Discharge**

Lily, a 26-year-old female, is court-ordered to participate in anger management classes because of her sentencing in criminal court. The court provides Lily’s information to the anger management class facilitator and asks for a monthly update on her progress. The facilitator reaches out to Lily to confirm the reason for referral and her contact information. The facilitator shares the schedule and location for the upcoming session of weekly classes. Lily attends the first two classes, but then stops showing up. Because Lily is not compliant with attending classes, she is involuntarily discharged from the program and the judge is informed of her lack of progress.

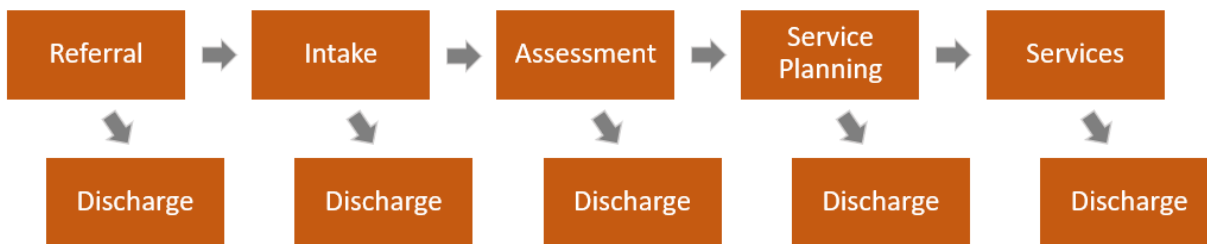


Figure 10: Unplanned Discharge

3.13 Specific Program Functional Example

An example of a specific program in need of a CMIS is the Re-Entry Program (Re-Entry) at the Allegheny County Jail. Clients in Re-Entry participate in a variety of services, both while in jail and post-release, aimed at reducing recidivism. The model used for Re-Entry has very specific eligibility requirements and, currently, screening clients for program eligibility is a manual process completed by one person. One of our goals is to automate the client screening process, which will require building in data exchanges with

jail and court systems. At this time, clients are entered into the system only if they are determined to be eligible for Re-Entry; therefore, we have no referral history for clients who may be referred multiple times (during one or more episodes of incarceration), nor do we have information or metrics related to clients deemed ineligible for Re-Entry. As a client moves through Re-entry, there are other instances of documentation being tracked outside of the system, such as service coordination activities, which prohibits a holistic view of the service episode for the purposes of reporting, analysis and billing. For more detailed information on Re-Entry, see Appendix C-N.

## Section 4: Non-Functional & Technical Considerations

In addition to flexibly supporting the business of various human service programs and our contracted providers, DHS expects the proposed Solution and supporting services to be delivered based upon the following criteria for technical considerations, IT governance, and delivery:

### 4.1 Technical Considerations

1. **Data Access:** The Solution must provide the ability for DHS to access all underlying data as needed. Ownership of the data will be exclusive to DHS and its business associates and will not be extended to the Successful Proposer.
2. **Data Privacy & Protection:** DHS is a HIPAA Covered Entity. Thus any proposed Solution must provide proof of compliance with HIPAA's required data privacy safeguards and controls.
3. **Data Hosting:** The Solution should be compatible with Microsoft Azure Cloud in anticipation of a future move to cloud hosting.
4. **Data Documentation:** The Solution should be accompanied by a comprehensive data dictionary and the underlying entity-relationship (ER) diagram/database (DB) schemas. This documentation should be kept up to date.
5. **Data Quality Tools:** The Solution should provide tools to monitor data quality and support improving data quality.
6. **Enable High Interoperability:** The ability to easily integrate with other systems as needed, via industry standard approaches (XML, JSON, SOAP, REST APIs, etc.). Ability to integrate with DB platforms as well, such as Oracle and PostgreSQL.
7. **User Experience and Usability:** The Solution must support leading user experience approaches, such that the proposed Solution is intuitive and reduces friction between the user's objectives and the tools available to the user to accomplish those objectives. The Solution should support modifications to the usability to continually improve user experience. The Solution should perform within reason (e.g., processing requests take no more than 2 seconds, etc.).
8. **Event Tracking/Audit Log:** In order to enable a more constant feedback loop on the proposed Solution impact to users, robust event tracking and audit log functionality is a requirement. With this data, DHS and others can better understand how the Solution is being used in the field, and from those insights, improvements can be prioritized. Additionally, audit log functionality would support any need to identify which user made changes to data hosted within the Solution.
9. **Mobile-Friendly:** The Solution should support users and processes both in the office and in the field in a cost-effective manner. This could include supporting users in the field who have no or limited network access.
10. **High Availability:** The Solution should have an uptime of 99% or higher in order to provide critical business processes at all times.

11. **Support Reporting Capabilities:** The Solution must provide reporting capability so that Client Management data can be analyzed and shared with other data reporting platforms. DHS is interested in learning how Proposers will provide support tools to provide these reporting capabilities when the CMIS is inherently flexible and configurable. In addition, users should be able to analyze the underlying data within the Solution to manage and monitor clients, programs, etc.
12. **Solution Production Technical Support:** Proposers may include possible technical production support (e.g., Tier 2, Tier 3, etc.) in their Proposal

## 4.2 IT Governance and Delivery Methodology

1. **Solution and Business Process Governance:** With industry trends moving toward IT platforms rather than standalone software products, we are aware that certain technical capabilities have evolved to the point where they require relatively low effort to configure and deploy multiple variations of a given baseline Solution (i.e., Solution Instances). While these capabilities enable rich flexibility, DHS is concerned that they may also enable a platform-based Solution to evolve over time to the point that it becomes increasingly difficult, and thus costly, to manage. Therefore, we are seeking a Successful Proposer who can assist DHS in assessing design decisions related to both immediate business needs as well as long-term IT maintenance efforts. If proposing a platform-based Solution like what's described in this paragraph, Proposers should also include best practices and ideas for how to manage this flexibility, such as:
  - a. How to best manage, control, and govern changes over time to a given Solution Instance;
  - b. How to best manage, control, and govern changes when a number of Solution Instances are in use;
  - c. How to best measure a Solution's impact and support of business's core needs, and make this measurement of impact part of a tight feedback loop enabling an iterative design;
  - d. How to best protect the platform's value proposition, in that a common platform reduces overall technical cost of ownership, but still supports various business needs from numerous different stakeholders.
2. **Usage Analysis Capability:** In order to power an effective feedback loop of user experience and constant improvement, the Solution must support the ability to measure stated business objectives, work flow efficiency, time users spend on screens/forms/in workflows, and data quality (both timeliness and accuracy).
3. **IT Delivery Methodology:** DHS values flexibility and transparency throughout the IT delivery process. We believe this flexibility and transparency enables us to always deliver value to the programs we support, and allows us to shift resources, if necessary, to deliver as much value as possible. We value working collaboratively with our teams, in making hypotheses, experimenting, learning and continually iterating throughout the delivery cycle.
4. **Test and Support Environment Instances:** Various testing environments would be required, such as a User Acceptance test environment, Training environment, and possibly a Production Support environment. Processes would be required to maintain clear version control of different application instances across these various environments.

## Section 5: Proposal Requirements and Evaluation Criteria

Proposers must meet the following evaluation criteria and must address their qualifications by responding to the specifically-requested items or questions in the Response Form. Proposers should download and type their responses directly into the Response Form available on the Active Solicitations webpage at [www.alleghenycounty.us/dhs/solicitations](http://www.alleghenycounty.us/dhs/solicitations). The maximum score that a Proposal can receive is 140 points, as outlined in the following sections.

### 5.1 Qualifications and Experience (20 points)

- A. The Successful Proposer has a demonstrated reputation for assessing the best way to implement, measure, manage changes to, and achieve business objectives via the proposed Solution, especially human services agencies and/or other public sector clients. [20 points]

### 5.2 Functional Requirements (40 points)

- A. The Successful Proposer has the capacity and capability to provide a Solution that flexibly supports the Core Features (Referral, Intake, etc.). [25 points]
- B. The Successful Proposer has the capacity and capability to provide a Solution that flexibly supports the Supporting Features (Provider/Facility Management, Forms & Reporting, etc.). [15 points]

### 5.3 Non-Functional & Technical Considerations (35 points)

- A. The Successful Proposer values the access to and integrity of data entered in to the proposed Solution (e.g., access to data, protecting data, documentation). [5 points]
- B. The Successful Proposer offers a proposed Solution that enables a high level of interoperability and integration. [10 points]
- C. The Successful Proposer demonstrates experience with user interface design, user experience design, usability and information architecture. [10 points]
- D. The Successful Proposer possesses the appropriate technical support capabilities (e.g., event logging, audit capability, production support, high availability). [5 points]
- E. The Successful Proposer offers capability to support users in the field. [5 points]

### 5.4 IT Governance & Delivery Methodology (20 points)

- A. The Successful Proposer has the ability to partner with DHS and assist in governing how the proposed Solution will be managed across the various different use cases and stakeholders, in a way that retains the proposed Solution's value. [10 points]
- B. The Successful Proposer has a governance and delivery methodology that will empower DHS through transparency and flexibility in changes to the proposed Solution. [5 points]
- C. The Successful Proposer has capability in supporting tight feedback loops between proposed Solution changes and positive impacts to end users. [5 points]

## 5.5 Financial Management and Budget (25 points)

- A. The Successful Proposer presents a budget that reflects a realistic estimate of the costs associated with implementing and maintaining the proposed Solution and offers a good value to the County. [25 points]

# Section 6: How to Submit a Proposal

## 6.1 Submission Process

- a. Proposers should take time to review and understand the RFP in its entirety including:
  - The background (see Section 1: Why We Are Issuing this RFP)
  - The narrative (see Section 2: What We Are Looking For)
  - The requirements (see Sections 3-5: Functional Requirements, Non-functional and Technical Considerations and Proposal Requirements and Evaluation Criteria)
  - The evaluation process (see Section 7: How We Will Evaluate Your Proposal)
- b. Proposers must use the Response Form to develop your Proposal. Type your responses to each requested item directly into the Response Form. It is available at our Active Solicitations website with the RFP announcement at [www.alleghenycounty.us/dhs/solicitations](http://www.alleghenycounty.us/dhs/solicitations).
- c. Proposers must submit a complete Proposal, which includes the following attachments that are available on our Active Solicitations website:
  - Response Form
  - MWDBE documents
  - Allegheny County Vendor Creation Form
  - Audited financial reports for the last three years
  - W-9
- d. Proposer should not send any attachments other than those listed above and on the Response Form.
- e. If you do not have audited financial reports for the last three years, you may submit other financial documentation that attest to the financial health of your organization. Tax returns are the preferred alternative. Please note that providing financial documentation is a requirement of contracting through Allegheny County.
- f. Make sure to complete each section of the Response Form and to stay within any word counts or page limits that may be specified in the Response Form.
- g. **Proposals must be submitted electronically to [DHSProposals@alleghenycounty.us](mailto:DHSProposals@alleghenycounty.us) no later than 3:00 p.m. Eastern Time on Thursday, April 18, 2019 to be considered for review.**
- h. Please make sure to get your Proposal in before the deadline! If your Proposal is late, it will be rejected and will not be presented to the evaluation committee for review and scoring as described in Section 5 below.
- i. You will receive an email when your Proposal is received. If you do not receive this notification within 48 hours of submitting your Proposal, please contact [DHSProposals@alleghenycounty.us](mailto:DHSProposals@alleghenycounty.us)



## 6.2 How to Contact DHS about this RFP

- a. All inquiries and questions must be submitted via email to [DHSProposals@allegHENYcounty.us](mailto:DHSProposals@allegHENYcounty.us)
- b. All information about the RFP, including answers to questions, changes and clarifications will be posted at our Active Solicitations website at [www.allegHENYcounty.us/dhs/solicitations](http://www.allegHENYcounty.us/dhs/solicitations)
- c. Please be sure to check this website regularly for answers to questions, additional information or changes to the RFP or the RFP process.

## 6.3 Other Information

- a. The issuance of this RFP does not obligate the County to enter into an Agreement with any Proposers. The County reserves the right to reject all Proposals.
- b. Any Agreement originating from this RFP is subject to all the Terms and Conditions specified in Section 8: Contract Requirements for Successful Proposers.
- c. Proposers are responsible for all costs related to the preparation and submission of a Proposal.
- d. Proposals become the property of the County and may become part of any subsequent Agreement between the Proposer and the County.
- e. The Successful Proposal will be posted online in the DHS Solicitations Archive after an Agreement has been fully executed by the County and the Successful Proposer(s).
- f. Proposers also should be aware that all documents and materials submitted in response to this RFP are subject to requests made pursuant to Pennsylvania's Right-To-Know Law and that the County may have to make submitted documents and materials available to a requestor after an award of an Agreement is made.

# Section 7: How We Will Evaluate Your Proposal

Proposals will be evaluated by an evaluation committee convened by DHS. The evaluation committee will assign scores based on the evaluation criteria in Section 5: Proposal Requirements and Evaluation Criteria using the scale listed in Section 7.1 b.

## 7.1 Evaluation Model

The evaluation process will consist of the following steps:

- a. An Evaluation Committee will be formed by DHS and may consist of some or all of the following:
  - Content experts from within DHS, selected for their expertise and/or experience
  - Representatives of foundations, educational institutions, community and civic organizations, businesses and/or non-profit agencies
- b. All Evaluation Committee members will individually review and score each Proposal. Each Evaluation Committee member will award points for each response on a Proposer's Response Form according to their expertise and best judgment of how the Proposal submitted by that Proposer meets the evaluation criteria in Section 5 using the following scale:
  - 0 – Not addressed in Proposal
  - 1 – Poor

- 2 – Below expectations
- 3 – Meets expectations
- 4 – Exceeds expectations
- 5 – Outstanding

- c. The Evaluation Committee members then will meet collectively to discuss the individual scores and evaluations of each committee member.
- d. DHS, on behalf of the County, shall have exclusive discretion to shortlist a reduced number of Proposals for more extensive review. In this case, DHS may request that shortlisted Proposers make a formal oral presentation and software demonstration to the Evaluation Committee. The Evaluation Committee will score the oral presentation and software demonstration and add it to the Proposer's Proposal score. The oral presentation will be scored using the following criteria and the scale outlined in 7.1 b. The maximum score that an oral presentation and software demonstration can receive is 75 points:
  - 1. Presentation demonstrates Proposer's ability to provide all necessary documentation and support administration and use of the Solution (5 points)
  - 2. Presentation demonstrates Proposer's ability to provide access to underlying data as needed (5 points)
  - 3. Presentation demonstrates Proposer's ability to provide a user-friendly, web-based interface and positive user experience (5 points)
  - 4. Presentation demonstrates Proposer's ability to provide administrative access to efficiently manage business operations (5 points)
  - 5. Presentation demonstrates Proposer's ability to provide sufficient support environments (training, testing, development, etc.) which replicate the production environment (5 points)
  - 6. Presentation demonstrates Proposer's ability for administrators to implement data validations to help ensure good data quality (5 points)
  - 7. Presentation demonstrates Proposer's ability for administrators to add/edit/manage configurable fields that are easily reportable (5 points)
  - 8. Presentation demonstrates Proposer's ability for end users to run reports as needed, such as using report input controls (5 points)
  - 9. Presentation demonstrates Proposer's ability for administrators to configure data analysis and ad hoc reporting tools (5 points)
  - 10. Presentation demonstrates Proposer's ability to display flexibility of Solution to meet multiple program areas' needs (5 points)
  - 11. Proposer provides an adequate explanation for how they will partner with DHS to deliver the IT Solution in a way that provides DHS with transparency and flexibility (5 points)
  - 12. Proposer provides an adequate explanation for how the proposer will partner with DHS to manage and govern this IT Solution across the various business needs and use cases and retain or enhance the vision (5 points)
  - 13. Proposer provides an adequate explanation for how the IT Solution supports short feedback loops between end users' usage and product owners (5 points)
  - 14. Proposer's answers to Evaluation Committee's questions (5 points)
  - 15. Proposer's presentation is thoughtful and professional (5 points)
- e. At any time during the review process, DHS may contact a Proposer to discuss any areas of the Proposal needing clarification or further explanation.

- f. The Evaluation Committee will submit their recommendation for award of an Agreement to the Director of DHS for his approval, who in turn will submit a request to the County Manager for approval for the County to enter into an Agreement with the Successful Proposer(s).
- g. The County is under no obligation to award or enter into an Agreement with a Proposer as a result of this RFP. The County reserves the right to reject any and all Proposals.**
- h. All Proposers will be notified of their status following the final determination of which Proposer(s) will be awarded Agreements.
- i. Proposers not awarded an Agreement who are interested in receiving feedback regarding their submission may request a phone call at [DHSProposals@allegHENYcounty.us](mailto:DHSProposals@allegHENYcounty.us).

## 7.2 Other Requirements

For a Proposal to be eligible for evaluation, it must be:

- Received by the due date/time
- Properly formatted and include responses to all requested information
- Complete with all required forms and attachments

Proposals which do not meet the above requirements will be automatically rejected and will not be presented to the evaluation committee.

## Section 8: Contract Requirements for Successful Proposers

In order to enter into an Agreement with the County, Proposers must be willing to comply with all contract requirements listed below and all standard terms and conditions contained in a County contract for provision of services to DHS and its offices. Additional details about contracting with Allegheny County are provided in the [DHS Contract Specifications Manual](#), available at [www.allegHENYcounty.us/dhs/solicitations](http://www.allegHENYcounty.us/dhs/solicitations).

### 8.1 Minority, Women or Disadvantaged Business Enterprise (MWDBE) Requirements

Allegheny County has MWDBE goals of 13% participation for Minority Business Enterprises and 2% participation for Women Enterprises, and expects that Successful Proposers will make a “good faith effort” in assisting the County in meeting these goals.

- a. All Proposals must include either of the following:
  - If your organization is able to meet the MWDBE contract goals, a completed MWDBE Participation Statement and MWDBE Contact Information form is required. You must also attach the MWDBE certifications of the firms you intend to use with the Participation Statement.
  - If your organization will request a waiver from participating in the MWDBE contract goals, a completed MWDBE Participation Statement, MWDBE Contact Information form and MWDBE Waiver Request are required.
- b. MWDBE forms and resources can be found at [www.allegHENYcounty.us/dhs/solicitations](http://www.allegHENYcounty.us/dhs/solicitations):
  - MWDBE Forms
    - [MWDBE Participation Statement](#)
    - [MWDBE Waiver Request](#)

- [MWDBE Contact Information form](#)
- MWDBE Resources
  - [MWDBE Contract Specifications Manual](#)
  - [MWDBE Response Checklist](#)
  - [Guide for completing the MWDBE Participation Statement](#)
  - [Sample Diversity Policy](#)
- c. For more information about MWDBEs, visit the [Allegheny County MWDBE website](#).

## 8.2 HIPAA Compliance

DHS is a covered entity under the Health Information Portability and Accountability Act (HIPAA). Therefore, a Successful Proposer must comply with all HIPAA requirements.

## 8.3 Cyber Security

- a. Successful Proposers must meet the minimum computer specifications which begin on page 14 of the [DHS Contract Specifications Manual](#), available at [www.alleghenycounty.us/dhs/solicitations](http://www.alleghenycounty.us/dhs/solicitations).
- b. All electronic devices must have sufficient security software and settings to minimize the risk of an information breach.
- c. Successful Proposers must also have policies in place to ensure that electronic devices are physically secure when not in use (e.g., locked in a vehicle trunk, password protected).

## 8.4 Equal Employment Opportunity and Non-Discrimination Requirements

By submitting a Proposal, a Proposer agrees to not discriminate against any employee, applicant for employment, independent contractor, client or any other person on the basis of race, color, religion, national origin or ancestry, sex, gender identity or expression, sexual orientation, disability, marital status, familial status, age (40 or over), or use of a guide or support animal because of blindness, deafness or physical disability.

## 8.5 New Provider Requirements

If awarded an Agreement, Successful Proposers who do not have current Allegheny County contracts will be required to complete the [DHS New Provider Application](#), available at <http://www.alleghenycounty.us/Human-Services/Resources/Doing-Business/Prospective-Providers.aspx>. While not required as part of your Proposal, Proposers may wish to review the requirements of this application.

## **Appendix A: Existing DHS Applications**

### **Technologies Used:**

ASP.NET, C#, JSON, JQuery, JavaScript, PL/SQL, PowerShell, MVC, VB.NET, HTML5, CSS 2/3, Bootstrap, XML, XAML, Microsoft Web API 2.0, SOAP, REST, WCF, Oracle Database 12.1.0.2.0, Oracle Enterprise Manager, Oracle Database Lifecycle Management Pack, Oracle Data Masking, Oracle Data Modeler, Oracle Database Tuning Pack, Oracle Advance Security, Oracle Data Guard, Oracle Partitioning, Oracle Gateway, SQL Loader 11.5, SQL Server Database 2008/2012, Solar Winds, Toad for Oracle 11.5, IBM Client Access V6R1, Toad Data Point 3.8.1, Aurora Password Manager 3.2, SSH Tectia Client 5.0.0.844, SQL Developer, Visual Studio 2010/12/13/15, Team Foundation Server 2010/2012, Microsoft BizTalk 2013, IBM Cognos 10.2.2, Microsoft SharePoint 2007/2013, IBM Data Stage 11.3, Tableau 9, Pitney Bowes Group-1, AdTempus 4.1, Adobe Photoshop, Xamarin, Xcode, Charles Proxy, Swift, Testflight, Microsoft Test Manager 2010/2015, Keyoti Rapid Spell, Soap UI 5.0.0, BCL Technologies PDF-Word Converter, Microsoft Visio 2013, IIS 7.5/8.5, Jet Nexus, Hyland OnBase 15, ArcGIS, SuperSignature, Portal Guard, Pervasive Data Integrator, IBM Security AppScan Source, IBM Security AppScan Standard, Postman, Code Maid, Microsoft Windows 7/8/8.1/10, Microsoft MS Office 2013/365, Fiddler 4, Chrome, Internet Explorer 8/9/10/11/Edge, Safari

### **Key Information and Demographics System (KIDS)**

The Key Information and Demographics System (KIDS) is a fully integrated child welfare management application designed to support the records management process from the initial reporting of allegations through the delivery and payment of services. KIDS is used by DHS and its providers to track a wide array of child welfare services and includes functionality that aligns initial client contact with DHS through assessment, service delivery, provider payment and various client eligibility calculations. KIDS also supports other program areas in DHS such as Independent Living, Juvenile Probation, and Prevention and Diversion Programs. In addition, KIDS includes real-time, bi-directional integration with multiple external entities via an enterprise data exchange platform including the Pennsylvania Child Welfare Information Solution (CWIS), Pennsylvania Common Pleas Case Management System (CPCMS), and various provider case management systems. KIDS is integrated with the Allegheny Link, Synergy, ClientView, Client Information and Payment System (CIPS), Master Client Index (MCI), Master Provider Enterprise Repository (MPER), and DHS Assessment Tool applications, as well as the County OnBase document management platform and the County JD Edwards financial platform. In addition, KIDS integrates education data received from local school districts.

### **Synergy**

Allegheny County DHS consumers with multi-system program involvement have client eligibility, enrollment and services management activities tracked across multiple DHS program areas. Synergy is an application used by various DHS program areas including Youth Support Partners, Homeless Case Management, Home Visiting Programs, Integration and Teaming Meeting, Education Specialists/Liaisons, Self-Sufficiency Programs, Independent Living, Family Support Centers, and Mental Health Residential to provide automation of program and case management activities. It includes integration with Key Information and Demographics System (KIDS), Allegheny Link, Homeless Management Information System (HMIS), ClientView, Client Information and Payment System (CIPS), Master Client Index (MCI), Master Provider Enterprise Repository (MPER), and DHS Assessment Tool applications.

### **Client Information & Payment System (CIPS)**

The CIPS application collects consumer information, service authorizations, service codes, cost centers, rates, priority groups and diagnosis information for Mental Health, Intellectual Disability and Drug & Alcohol program areas. It allows providers to create service authorizations and enter claims for services provided to clients, either online or through 837 EDI transactions. CIPS determines eligibility and produces provider specific invoices on a monthly basis via an enterprise fiscal payment batch process. In addition, CIPS receives and processes data from external entities, such as the Commonwealth of PA PROMISe and HCSIS systems as well as Allegheny Health Choices (AHC) and Community Care Behavioral Health Organization (CCBHO). It is integrated with the Master Client Index (MCI) and ClientView.

### **Allegheny Link**

Allegheny Link is a referral, case and services tracking system used by the DHS Allegheny Link unit, which is responsible for providing Information, Referral and Case Management services to County residents that are disabled or over 60 years of age. The system also facilitates the DHS Coordinated Intake process and uses a pre-screening tool (VI-SPDAT) to assess the health and social needs of homeless people and match them with the most appropriate supports and housing intervention programs. In addition, the system contains the intake and referral process for DHS Home Visiting programs. The Allegheny Link application is integrated with the Key Information and Demographics System (KIDS), Synergy, Master Client Index (MCI), Homeless Management Information System (HMIS), Master Provider Enterprise Repository (MPER), Information Referral and Emergency Services (IRES), and ClientView.

### **Homeless Management Information System (HMIS)**

The Homeless Management Information System (HMIS) is an integrated electronic data tracking system that allows DHS and its homeless provider network to request and track homeless referrals, collect client assessment data and track services being delivered, while meeting the Housing and Urban Development (HUD) mandates issued by the Federal Government. It includes features such as bulletin board waitlist, program inventory, and eligibility screening and automatically generates Federal and State mandated reports. HMIS integrates with Master Client Index (MCI), Master Provider Enterprise Repository (MPER), ClientView, Synergy, and DHS Assessment Tool.

### **Information Referral & Emergency Services (IRES)**

The IRES system is used by the DHS IRES unit, along with State Police, local hospitals, community providers, and ambulance companies to provide 24/7 support in administering the Involuntary Commitment (302) process for individuals who pose a danger to themselves or others in the community. The system gives ability to authorize and monitor the 302 process as well as other key business functions such as authorizing transportation services, documenting information requests and incident reports, and triaging 302 petitions and Act 77 forms. It includes integration with Orphans' Court through the Civil Commitment Bridge as well as with Master Client Index (MCI), Master Provider Enterprise Repository (MPER), Allegheny Link, ClientView, and the OnBase document management platform.

### **Master Provider Enterprise Repository (MPER)**

The Master Provider Enterprise Repository (MPER) is a centralized repository of provider, contract, service, service offering, allocation, and facility information that is used by multiple program offices to perform essential business operations. It integrates with the Key Information and Demographics System

(KIDS), Synergy, Allegheny Link, Homeless Management Information System (HMIS), Information Referral and Emergency Services (IRES), Jail Collaborative, Action Tracker, Integrated Monitoring Tool (IMT) and Dialtrac.

### **Jail Collaborative**

The Jail Collaborative application was implemented to coordinate efforts among staff who work in the Jail system and service providers, with the intent to provide more targeted services and improve outcomes for incarcerated and newly released clients. The system brought in improvements in enrollment practices, including registration based on assessed need, staggered enrollments and better dissemination of information concerning programs available in jail and in the community. It integrates with Master Client Index (MCI), Master Provider Enterprise Repository (MPER) and ClientView.

### **ClientView**

ClientView provides a single snapshot of a given individual's interaction with various DHS program areas for DHS and provider staff. This greatly reduces staff time to gather background information on a known DHS client. ClientView closely integrates with the Commonwealth of Pennsylvania Identity Access Management (IAM) solution to enable self-service citizen access. In addition, it is integrated with the various DHS transactional applications which display client information.

### **Action Tracker**

Action Tracker is a County-wide application used by multiple departments that provides a paper-less contract approval process to track various activities related to grants, contracts and executive actions. The system also provides extensive reporting capabilities for generating contract and fund statistics. It is integrated with the Master Provider Enterprise Repository (MPER).

### **DHS Assessment Tool**

The DHS Assessment tool is the single repository for any assessment conducted across DHS, including Child and Adolescent Needs and Strengths (CANS), Family Advocacy and Support Tool (FAST), Adult Needs and Strengths (ANSA) Assessment, Homeless Program assessments, Vulnerability Index – Service Prioritization Decision Assistance Tool, and other assessments. It aims to provide a better assessment of needs and strengths to allow the agency to effectively share cross-program information and deliver targeted services to its citizens. The DHS Assessment Tool integrates with the Key Information and Demographics System (KIDS), Synergy, Homeless Management Information System (HMIS), and Allegheny Link.

### **DialTrac**

The DialTrac application is used to track 'Director Action Line' requests from DHS clients and associate the request with the client's involvement in various other DHS transaction systems. It also gives DHS the ability to report on requests and track amount of inquiries/complaints per provider. It is integrated with Master Client Index (MCI), Master Provider Enterprise Repository (MPER) and ClientView.

### **Integrated Monitoring Tool (IMT)**

The IMT application is used by contract monitors within various DHS program areas to perform periodic provider visits to gather data on how well the provider is adhering to its contract with DHS and measure the overall effectiveness of the provider in helping DHS to achieve its mission. It is integrated with Master Provider Enterprise Repository (MPER).

### **Master Client Index (MCI)**

Master Client Index (MCI) is the enterprise repository of key client demographic data for individuals serviced by DHS. It integrates with the Key Information and Demographics System (KIDS), Synergy, Client Information and Payment System (CIPS), Allegheny Link, Homeless Management Information System (HMIS), Information Referral and Emergency Services (IRES), Jail Collaborative, and Dialtrac.

### **Reports Portal**

The Reports Portal application is a centralized reports hosting platform that is utilized to access reports and dashboards across DHS program areas.

### **iService**

iService is used by DHS staff and supervisors to submit and approve requests for DHS assets such as furniture, computer software, IT hardware, etc.

### **Identity and Access Management (IAM)**

DHS collaborated with Commonwealth of Pennsylvania (CoPA) DHS to leverage the CoPA Identity and Access Management platform for IAM functions. This includes Citizen Self-registration based on DHS Identity and Access Management Infrastructure. The application leverages the CoPA Identity Exchange to implement account registration and self-services like forgotten password and manage my account for its users. In addition, DHS is implementing the Identity Access Governance and Recertification function from the CoPA IAM platform.



## Appendix B: Examples of Referral Data Points

Examples of data points collected at time of Referral and Intake:

<b>Data Section</b>	<b>Data Field</b>
Referral Source Information	Source Name
	Contact Person
	Phone Number (if applicable)
	Date of Referral
Individual Demographic Information	First, Middle and Last Name
	Social Security Number
	Date of Birth
	Gender
	Race
	Ethnicity
	Marital Status
	Veteran Status
Individual Contact Information	Phone Number
	Address, City, State and Zip Code
	E-mail Address
Household Demographic Information	First, Middle and Last Name
	Social Security Number
	Date of Birth
	Gender
	Race
	Ethnicity
Additional Information	Relationship
	Presenting Problem
	Housing Status
Program Information	Source(s) of Income
	Staff Member Name
	Date Completed

## Appendix C: Re-Entry Frequently Asked Questions



### ACJ Re-Entry F.A.Q.s

#### **Who is in the Re-Entry Program?**

The Re-Entry program is a joint effort of the Allegheny County Jail Collaborative to provide pre-release and post-release services to incarcerated individuals in the Allegheny County Jail or an alternative housing facility. All clients must meet the following criteria:

- ✓ Must be serving a county sentence of at least 3 months in Allegheny County, OR;
- ✓ Must be detained on new charges within Allegheny County and must be under the supervision of Allegheny County Adult Probation.
- ✓ Must have probation or parole in Allegheny County upon release from jail.
- ✓ Must be medium or high risk to recidivate based on a validated risk assessment tool.
- ✓ Must not be involved in a specialty court.

#### **Why these individuals?**

The Re-Entry Program targets clients with the greatest need for services who will be in a county correctional institution and supervised by Allegheny County for a period of sustained service.

- At least 3 months OR new charges** → Clients have time to develop a rapport with their service coordinator and receive a full range of services to address their needs.
- County Supervision** → Clients will not leave the county during their participation in the program.
- Medium/High Risk** → Resources are devoted to clients with the greatest likelihood of recidivating.
- Specialty Court** → Clients involved with a Specialty Court will not be supervised by Re-Entry Probation Officers.

#### **How are potential clients referred to the program?**

There are a few ways that potential clients are referred for screening and enrollment into Re-Entry program:

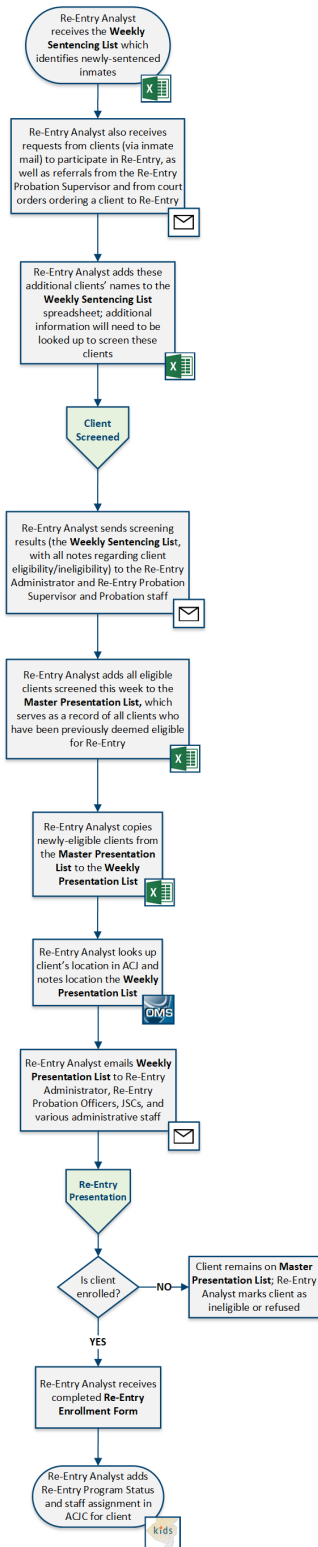
1. Court order via judge
2. Screening of newly sentenced inmates from the previous week
3. Referral made by a probation officer at a person's Gagnon I Jail Hearing
4. Referral made by an ACJ staff member

#### **What if a potential client is in Alternative Housing?**

The criteria listed above also applies to anyone transferred to an alternative housing location. If a person is eligible for the Re-Entry Program the Jail Service Coordinator for alternative housing sites will enroll that individual at their housing site.

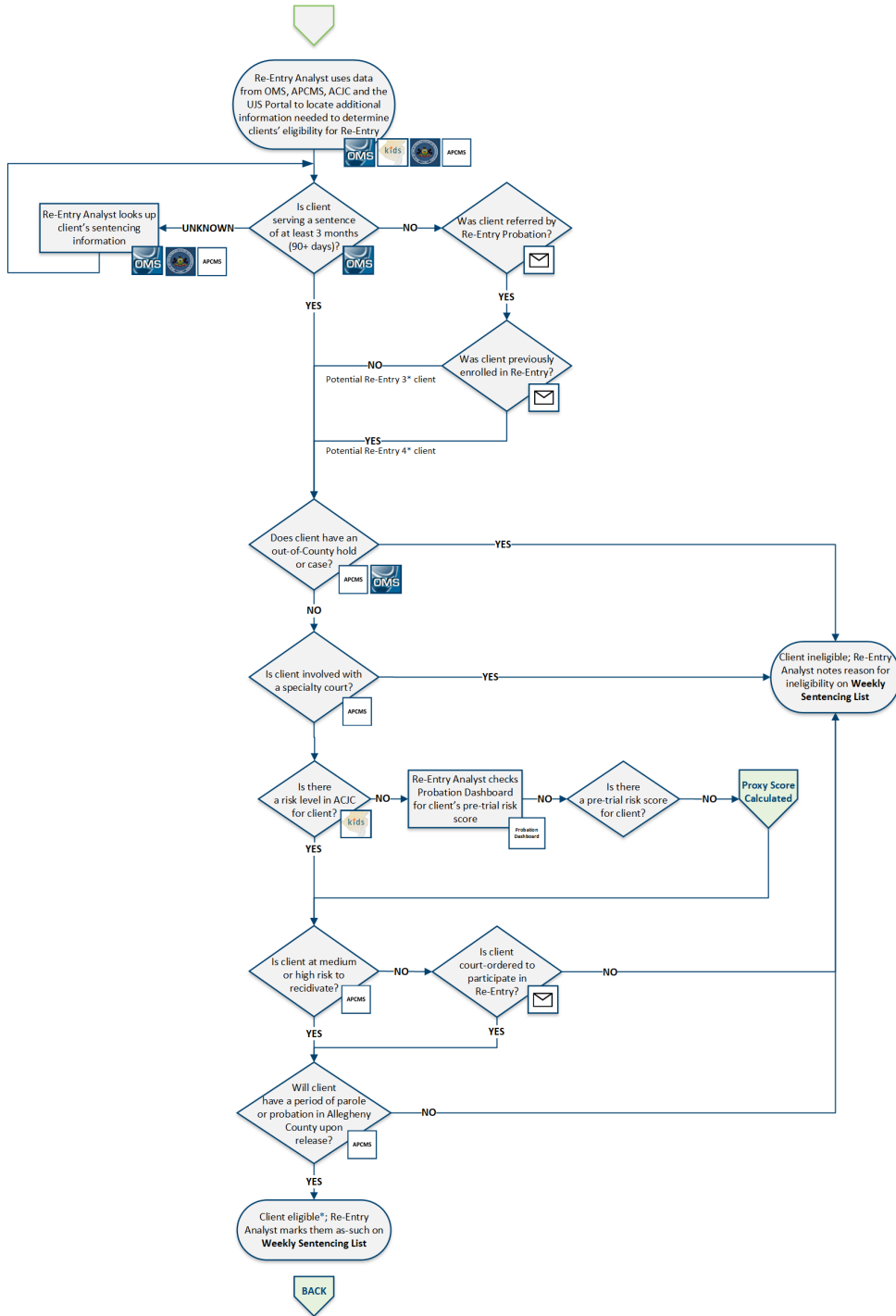
# Appendix D: Re-Entry Client Screening Process Diagram

## Re-Entry: Client Screening



# Appendix E: Re-Entry Client Screening Decision Diagram

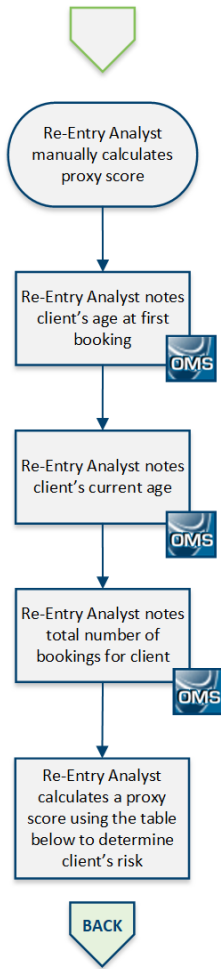
## Re-Entry: Client Screening Decision



\*Clients eligible for Re-Entry fall into one of four categories:  
 -Re-Entry 1 clients have a sentence of at least 5 months (150+ days)  
 -Re-Entry 2 clients have a sentence of at least 3 months (90+ days)  
 -Re-Entry 3 clients are clients referred by Re-Entry Probation (sentence length not considered)  
 -Re-Entry 4 clients were previously enrolled in Re-Entry that have recidivated and are re-referred by Re-Entry Probation (sentence length not considered)

# Appendix F: Re-Entry Client Screening Proxy Score Calculation Diagram

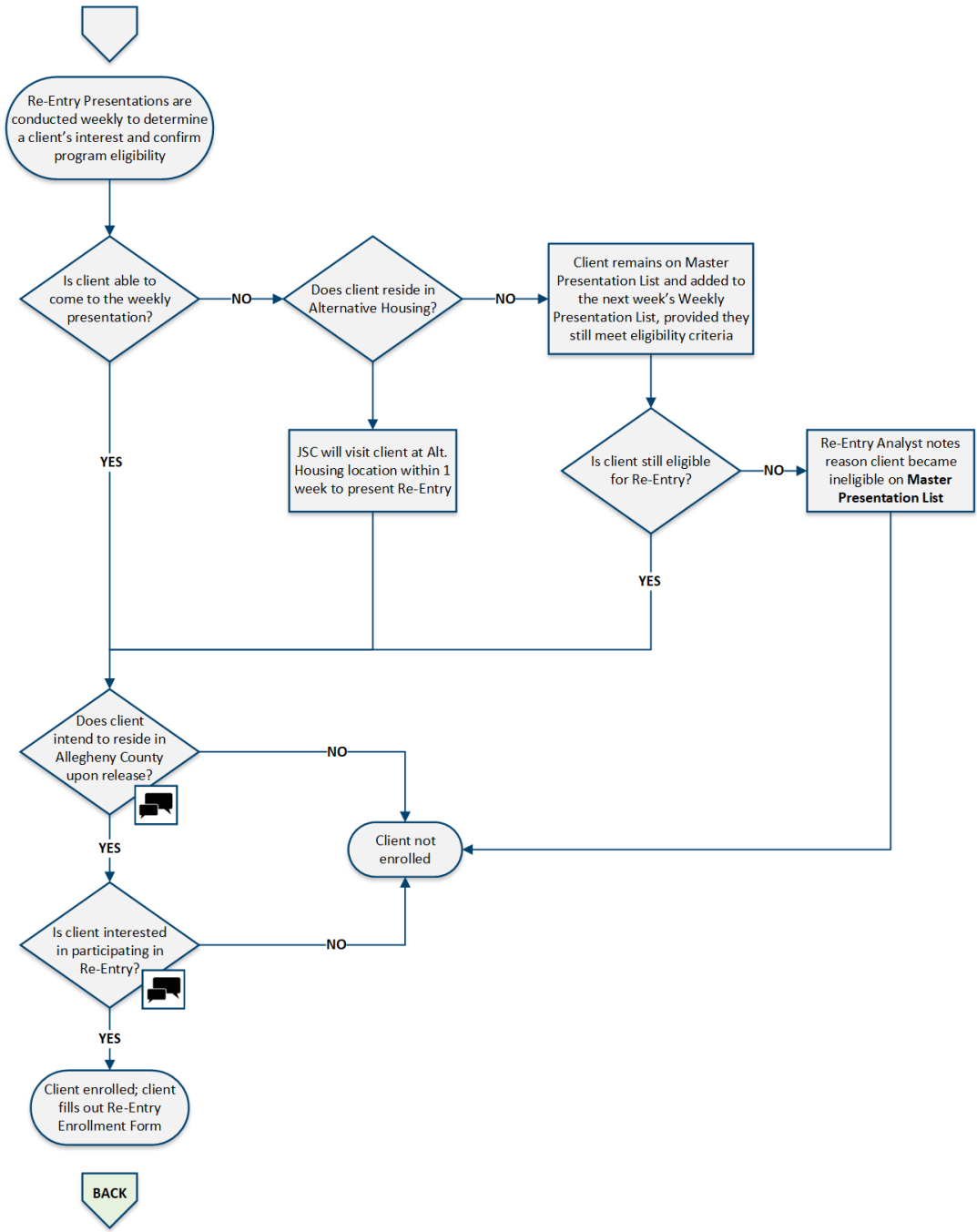
## Proxy Score Calculation



<b>CURRENT AGE</b>	25 and YOUNGER = 2 26 to 38 = 1 39 and OLDER = 0					
<b>AGE OF FIRST ARREST</b>	17 and YOUNGER = 3 18 to 22 = 2 23 and OLDER = 1					
<b>NUMBER OF PRIORS</b>	9 and MORE = 3 4 to 8 = 2 3 or FEWER = 1					
<b>LOW RISK</b>			<b>MEDIUM RISK</b>		<b>HIGH RISK</b>	
2	3	4	5	6	7	8

# Appendix G: Re-Entry Client Screening Presentation Process Diagram

## Re-Entry: Presentations



# Appendix H: Re-Entry Program Enrollment Form



## Reentry Program

### PERSONAL INFORMATION

DOC #: _____			
<b>Name:</b>			
_____	_____	_____	_____
First	Middle	Last	Maiden
Date of Birth: ___/___/___		Social Security #: _____	
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female			
Race: <input type="checkbox"/> White <input type="checkbox"/> Black <input type="checkbox"/> Asian <input type="checkbox"/> Bi/Multiracial			
<input type="checkbox"/> Pacific Islander/Native Hawaiian		<input type="checkbox"/> Other _____	
Are you Hispanic? <input type="checkbox"/> Yes <input type="checkbox"/> No		Are you a veteran? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Did you graduate High School? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes what year? _____	
If no, what is the highest grade you completed: _____			
Did you receive your GED? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes what year? _____	
Did you go to college, trade school, or vocational training? <input type="checkbox"/> Yes <input type="checkbox"/> No Where _____			

### CRIMINAL JUSTICE INFORMATION

1. Are you currently on probation/parole? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, Allegheny County, State, Federal? _____
or Probation officer's name: _____	
2. Are you under supervision with another county in PA? If so what County? _____	
3. Do you have any pending charges or hearings? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, please explain: _____	
4. Do you currently have a JRS caseworker? <input type="checkbox"/> Yes <input type="checkbox"/> No	
5. Are you involved with a specialty court? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, court name: _____	



**RESIDENCE & FAMILY INFORMATION**

**Address:** (Please list the address you plan to return to after release)

Street City, State Zip Phone

**Are you a resident of Allegheny County?**  Yes  No

**Are you homeless?**  Yes  No (If no, you must complete the address section above)

**Please complete the following information for all members of your household:**

Name:	Relationship: (To self)	Age:	Currently under supervision?	Any current or Previous PFA's? (If yes, your relationship to PFA)

**How many children do you have?** \_\_\_\_\_

**Are you or any of your children CYF involved?**  Yes  No

I have completed all information in this Enrollment Form honestly and to the best of my ability.

By signing my name below I acknowledge that the conditions of the Allegheny County Jail Collaborative Re-Entry Program have been explained to me. I understand that non-compliance with any of the conditions of this program including but not limited to following a service plan, residing in a program pod, and following the rules and policies of the Allegheny County Bureau of Corrections will result disciplinary action including removal from level 1 of the Allegheny County Jail for the duration of my current incarceration and notification to my sentencing Judge of non-compliance with the Re-Entry Program.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



# Appendix I: Montgomery Assessment



## ALLEGHENY COUNTY JAIL RE-ENTRY PROGRAM SCREENING

PRRS -20

Page 1

**Screener:**

**Date of Interview:**

**Name:**

**Book Name/Alias:**

**S ID#:**

**DOC#:**

**Incarcerated Since:**

### 1. GENERAL INFORMATION:

Date of Birth:

Place of Birth:

Primary Language:

Age:

Gender:

Height:

Weight:

Race:

Hair Color:

Eye Color:

Release Address:

How Long:

City:

State:

Zip:

Phone: H

High Crime Area:  YES  NO

C

Living With:

Address Previous to Incarceration (if different than above):

No. Address Changes in last year:

Address:

City:

State:

Zip:

Phone: H

High Crime Area:  YES  NO

C

U.S. Citizen:  YES  NO

Resident Alien No.:

If no, how long in United States:

Driver's Permit No.:

State:

Status:

If no, is there any outstanding suspension:  YES  NO

In Case of Emergency:

Relationship:

Address:

Phone:

City:

State:

Zip:

### 2. CASE STATUS:

Pre-Trial  Pre-Sentence  Post Trial  Sentenced

Court Recommended  County  State  Federal

Found Guilty by:  Bench  Jury

Pled Guilty:  YES  NO

### DEFENDANT'S DESCRIPTION/EXPLANATION OF CURRENT OFFENSE(S):

Do you accept responsibility for the offense?  YES  NO

Do you think your sentence was fair?  YES  NO



## ALLEGHENY COUNTY JAIL RE-ENTRY PROGRAM SCREENING

PRRS -20

Page 2

Are you supportive of Crime?  YES  NO

Have you ever been on parole/probation?  YES  NO

If yes, any violations?

Who or what is to blame for your offense(s)? What would you have done differently?

Did any of your crimes have victims?  YES  NO

If yes, what impact did your crimes have on victims? How might they feel?

Age at First Arrest:          Age at First Conviction:          Prior Incarcerations (Adult – Post Trial) over 30 days:

Who comes to visit you while you are incarcerated and how often:

Institutional Disciplinary Infractions:

Institutional Programs [GED/WORK/TRAINING/CERTIFICATES]:

### 3. EDUCATION:

Highest Grade Completed:    High School Graduate:  YES  NO    Date:    School:

G.E.D Earned:  YES  NO  NA    Date:    Where:

How was your high school experience? Grades? Sports/Clubs/Activities? Any behavioral problems? Special education classes? Learning disabilities? Diagnosed with ADD or ADHD? Any medications? If dropped out, why?:

Suspended:  YES  NO    Expelled:  YES  NO

If yes, reason:

Literate:  YES  NO  FAIR

Vocational Education/Training:

College:

Do you have any future educational plans?  YES  NO

If yes, what are they?

### 4. MILITARY:

Military:  YES  NO    Branch:    Years:    Rank:

Type of Discharge:

Do you have your DD214?  YES  NO    VA Benefits:  YES  NO

Comment for VA Benefits:

How was that experience for you?

Any disciplinary action (Article 15) filed against you?  YES  NO

Reason:



**ALLEGHENY COUNTY JAIL RE-ENTRY PROGRAM SCREENING**

**5. EMPLOYMENT/VOCATIONAL:**

Were you unemployed before arrest?  YES  NO      Ever worked for a 12 months straight?  YES  NO

Months unemployed of last 24: /24

What kept you from working:

How have you supported yourself:

Current or last job Company Name:      How long at current or last job:

Address:

City:      State:      Zip:      Phone:

Position:      No. Hours per week:

Name of Supervisor:      Salary:

Employment Skills/ Training/ Certifications:

Employer aware of your charge(s)?  YES  NO      Can you maintain/return?  YES  NO

Do you get along with co-workers? What would your supervisor say about your job performance? Did you ever get into trouble at work for things like being late or missing work frequently?

Future employment interests/pending employment?

**FINANCES:**

Have you ever had financial problems (like defaulting on loans, failing to pay child support, or credit card debt)?  YES  NO

Debts/Amount:

How are current bills being paid?      Taxes up to date?  YES  NO

Receiving Social Service Assistance (SSI/Disability-Amount, Food stamps, HOC, Medicaid, etc)?

Court Ordered Payments:  YES  NO      Amount:

Restitution:  YES  NO      Amount:

Court Ordered Child Support:  YES  NO      Amount:      Arrears:

**6. FAMILY:**

Where were you raised? [Were you raised by your birth parents? Did anyone else help raise you?] What was your home life like? How did you get along with your parents/guardians? What kind of people were they? Did they get along well together? Were you exposed to verbal or physical altercations? Step/Adoptive Parents? How is your relationship with them?

Is there any history of verbal/emotional/physical/sexual abuse? (age of first abuse, number of events, duration)  YES  NO

Is there any family history of alcohol/drug abuse, arrests?  YES  NO

Is there any family history of mental health problems?  YES  NO



## ALLEGHENY COUNTY JAIL RE-ENTRY PROGRAM SCREENING

PRRS -20

Page 4

Separate from your current arrest and conviction, how would you describe current family circumstances and relationships Conflicts? Needs? Communication? Stressors?

How has your arrest and conviction impacted your family and relationship with them? Is there anyone who doesn't know?

### 7. RELATIONSHIPS:

Single  Girlfriend/Boyfriend  Married  Divorced  Separated  Widowed

Have you ever been in a relationship that involved Domestic Violence?  YES  NO

If yes, explain:

Have you ever had a protective/peace order against you?  YES  NO

If yes, explain:

Against someone else?  YES  NO

If yes, explain:

### 8. ALCOHOL AND DRUGS:

Comments/Analysis:

What is your drug of choice?

Have you ever had a desire or attempted to control your use?  YES  NO

Has your use of drugs or alcohol ever interfered with your school performance?  YES  NO School attendance?  YES  NO

Has your use of drugs or alcohol ever interfered with your work performance?  YES  NO Work attendance?  YES  NO

Have you ever driven under the influence of drugs or alcohol?  YES  NO Frequency:

How has your use of drugs or alcohol affected your home life/relationships?

Do you see substance abuse as a problem that needs your attention now?  YES  NO

Periods of Abstinence:

What contributed to your abstinence?

What contributed to your relapse?

How do you feel about intervention/rehabilitation based programs?

12 Step Meetings:  Past  Present  No Recovery Sponsor:  Past  Present  No

Network Activities:  Past  Present  No

### 9. PHYSICAL & BEHAVIOURAL HEALTH:

Current and Previous Mental Health Diagnosis and Current Medications:

How would you describe your mood on a daily basis?



**ALLEGHENY COUNTY JAIL RE-ENTRY PROGRAM SCREENING**

Have you experienced trauma?  YES  NO

What have you seen during anytime in your life that has been particularly violent? (assaults, family, school, street, shootings, stabbings, fights, with or without weapons):

Suicide Attempt/Ideation/Self Harm:  YES  NO

Do people tell you that you have a bad temper? What kinds of things anger you easily? How do you react or respond when angry?

Have you ever been in a physical fight? How many? Any weapons involved? Worst injury you caused someone?

Do you own any weapons?  YES  NO

Have you ever carried a gun or knife on the street? Why?

**MEDICAL:**

Current or Previous Physical Health Problems, Medications, Hospitalizations and Existing Limitations:

Do you have Medical Insurance?  YES  NO

Physician/Insurance Info:

**10. LEISURE AND PEERS:**

What do you do for fun in an average week? Do you have any hobbies? Do you belong to any organized groups or clubs?

Do you participate in Religious Services and/or activities? Where/What?  YES  NO

Who do you consider to be your Friends? How do you know them? Sober? Criminal History?

Do you have Supportive friends/associates?  YES  NO Do any of them have a Criminal history?  YES  NO

What do you typically do together?

Do you associate with neighborhood groups, cliques, crews, or gangs?  YES  NO

Formal gang involvement in the past or present?  YES  NO

Comments:

**11. INTEREST AND COMMITMENT TO USING PRE-RELEASE SERVICES:**

What would you like to accomplish? What services do you feel you need?

**I CERTIFY THAT THE ABOVE IS TRUE AND CORRECT:**

**Screener's Name:**

**Date:**



## ALLEGHENY COUNTY JAIL RE-ENTRY PROGRAM SCREENING

PRRS -20

Page 6

### 1. SCREENER'S COMMENTS/SUMMARY:

**Alert Issues** (Psych eval request, Current Crisis, etc.)

### 2. Programs and Resources Needed:

<b>Treatment &amp; Behavioral Programs</b>	
AA/NA	
Aftercare	
Drug & Alcohol Treatment	
Pre/Post Release Mentoring	
Thinking for Change/CBT	

<b>Employment &amp; Readiness</b>	
Employment Program	
Life Skills/Job Readiness	
Anger Management	

<b>Education &amp; Creativity</b>	
Basic Skills/Pre-GED	
Computer Literacy *	
GED	
Literacy	
Creative Writing *	
Pre-Apprenticeship Test prep *	
Art in Residence	

<b>Family and Health</b>	
Relationship	
Parenting	
HOPE Pod (male or female)	
Prenatal Education and Support	

(\*) means: GED or Diploma Required

### Additional Resources:

### Comments:

# Appendix J: Re-Entry Phase 1 Service Plan



Allegheny County Jail Collaborative Re-Entry Program

## Phase 1 Service Plan

**DOC# :**

D.O.B.: 10/09/2012

I, \_\_\_\_\_, agree to follow this service plan as a condition of my compliance with the Re-Entry Program. I understand that non-compliance with this service plan will be reported to the Allegheny County Court of Common Pleas and Allegheny County Adult Probation. I understand that I am required to adhere to all policies and rules of the Allegheny County Bureau of Corrections. I fully agree to the following stipulations:

1. I will participate in all programming scheduled by the Re-Entry team that will address the issues and concerns identified by the Allegheny County Jail Re-Entry Assessment.
2. I will participate in the following services which address the needs identified in my assessment.

Service Name	Provider	Start Date	Completion Date	Service End Reason
N/A	N/A	N/A	N/A	N/A

3. Upon release, I will reside at a residence approved by Allegheny County Adult Probation. I will notify my Services Coordinator & Re-Entry Probation Officer immediately if my address changes. I will work with my Services Coordinator to create a viable re-entry home plan.
4. I will refrain from any use of illegal substances and/or alcohol.

**I understand that my progress or lack thereof, related to these conditions will be reported to the Allegheny County Court of Common Pleas and Allegheny County Adult Probation.**

\_\_\_\_\_  
**Client Signature**

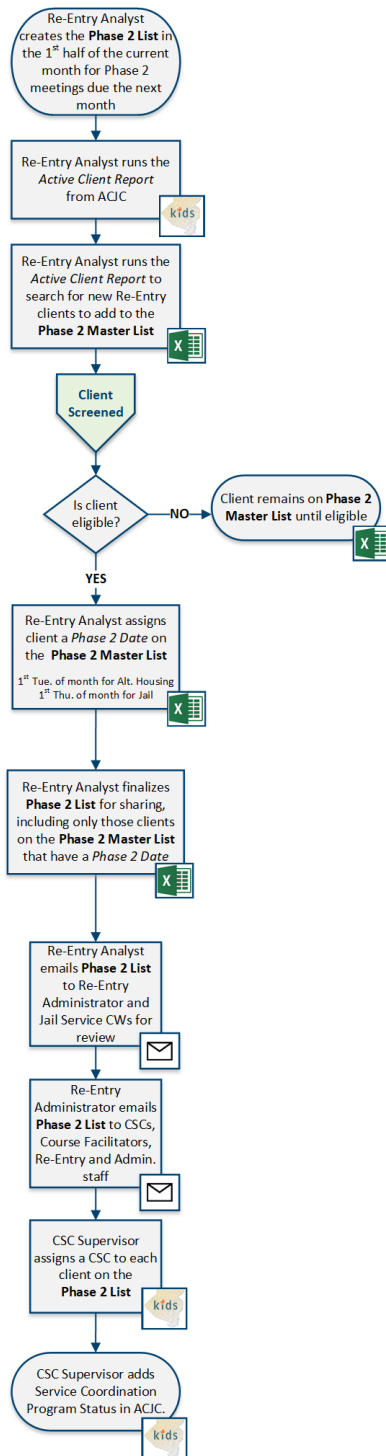
\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Service Coordinator Signature**

\_\_\_\_\_  
**Date**

# Appendix K: Re-Entry Service Coordination Client Screening Process Diagram

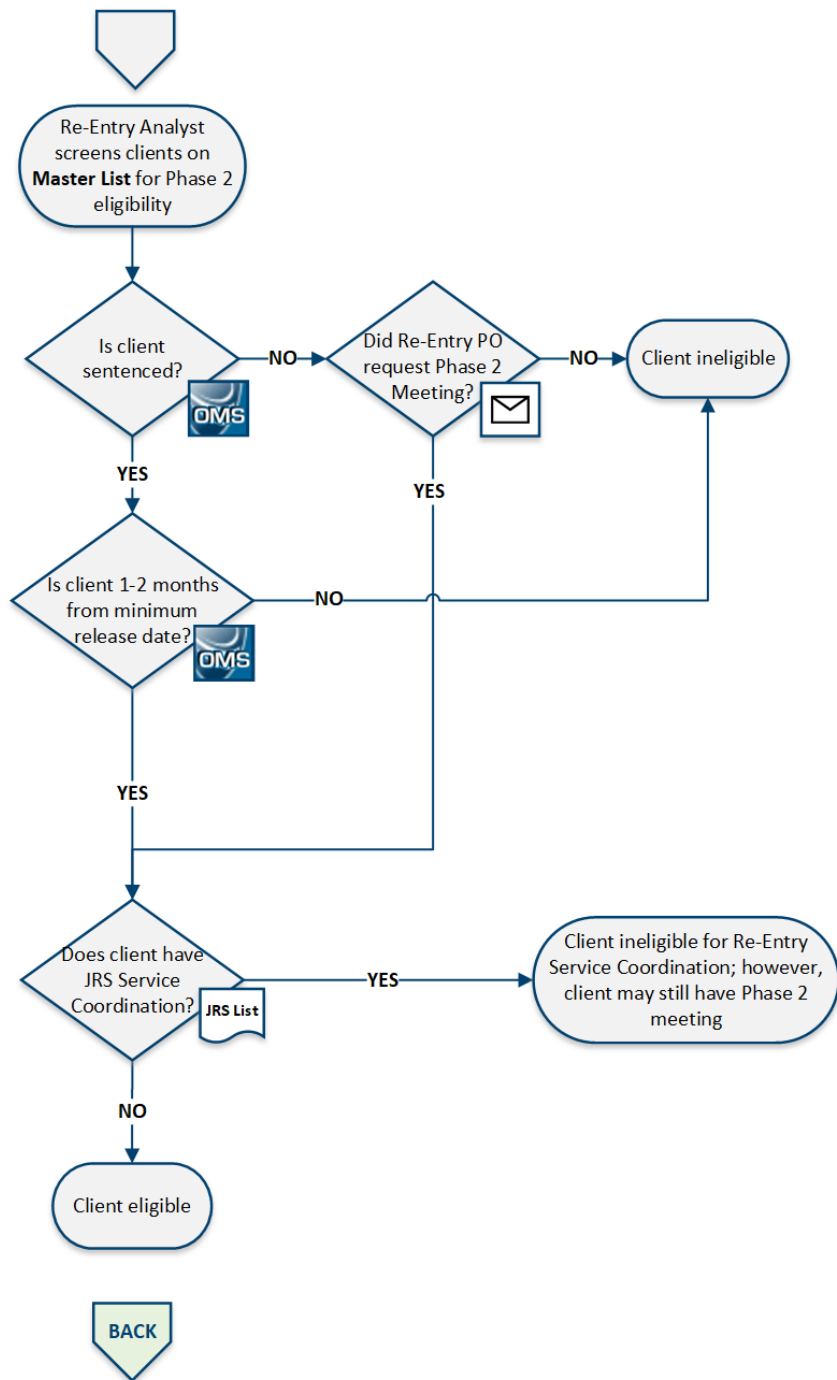
## Re-Entry Service Coordination: Client Screening





# Appendix L: Re-Entry Service Coordination Client Screening Decision Diagram

## Re-Entry Service Coordination: Client Screening Decision



# Appendix M: Re-Entry Phase 2 Service Plan



Allegheny County Jail Collaborative Re-Entry Program

## Phase 2 Service Plan

### DOC#

D.O.B.:  
OTN:  
Charges:

I, \_\_\_\_\_, agree to the following service plan as a condition of my probation. I will abide by these stipulations throughout the course of my parole/probation. I fully agree to the following stipulations:

1. Upon release, I will reside at:  
My contact number is:
2. If my case is assigned to a Community Service Coordinator, I will meet with my Community Service Coordinator as scheduled for 7 months following my release from the custody of the Allegheny County Jail.
3. I will participate in the following services:

Service Name	Provider	Location	Provider Contact Name	Phone Number
N/A	N/A	N/A	N/A	N/A

# Appendix N: Re-Entry Program Statuses and Program End Reasons

## Program Statuses

Alternative Housing (Goodwill of Southwestern Pennsylvania)
Alternative Housing (Renewal, Inc.)
Alternative Housing (The Program Center)
Alternative Housing (Allegheny County Treatment Alternative)
Jail Treatment Plan
Not Participating
Re-Entry (Court Ordered Re-Entry)
Re-Entry (Grant 2014-0026)
Re-Entry (Mercy Service Coordination)
Re-Entry (Probation Re-Entry)
Re-Entry (Re-Entry 1)
Re-Entry (Re-Entry 2)
Re-Entry (Re-Entry 3)
Re-Entry (Re-Entry 4)
Re-Entry (Re-Entry Career Tech.)
Re-Entry (Re-Entry Pod)
Re-Entry (SCA 1)
Re-Entry (SCA 2)
Re-Entry (Service Coordination)
Training to Work
Women's Program Pod
Unknown

## Program End Reasons

Successful completion
Case transfer/Referred to another program or provider
Change of incarceration location
Death or serious illness
Early release
Electronic monitoring (house arrest)
Escape/Absconded
Failure to meet program requirements
Involvement with specialty court
Lack of engagement (no-shows and nonresponsive participants)
Move out of county
New charges (cases resulting in changes, probation, jail time)
Other
Probation violation
Sex offender
Transfer to state or federal supervision
Warrant issued
Withdrew