

## DHS program offices joined together by Data Warehouse

The big report for the boss is due and you need to know how many individuals in Allegheny County receive services from the Bureau of Hunger and Housing. Perhaps your new program is designed for 18 to 30 year-olds with a substance abuse problem and you need to know which communities the program would benefit most. Two years ago, this type of information would have taken hours, days, maybe even weeks to gather. However, the DHS Data Warehouse, which will “go live” by the end of January, could change that to only minutes or seconds.

Designed by Deloitte Consulting, the Data Warehouse links together the information from the five DHS program offices. One of its many uses is to store all information brought into it by two feeder systems: the Pennsylvania Automated Child Welfare Information System (PACWIS) and the electronic Client And Provider System (eCAPS). PACWIS collects demographic and service data on Children, Youth, and Families’ consumers, and eCAPS gathers case management data for mental health, drug

and alcohol, mental retardation, aging services, and employment and training service centers.

According to John Pierce, PIPER Deputy Director, “The beauty of the system is it has room to grow and will continue growing.” For examples, early this year, AAA and Homeless and Hunger programs will be incorporated into eCAPS. Eventually, human resources and fiscal data will be brought into the Data Warehouse through the J.D. Edwards’ application, another feeder system.

The Data Warehouse will allow coordination of services among program offices that could be serving the same child, family, or individual because of multiple needs.

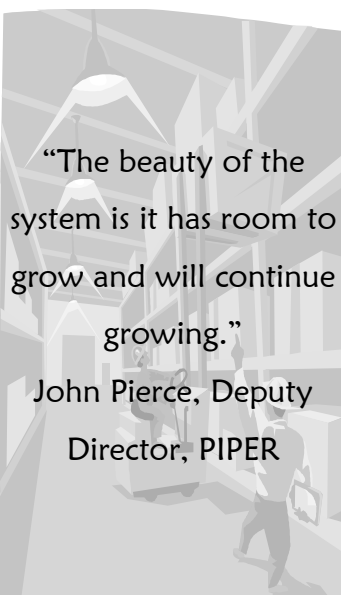
Used mainly as an analytic tool, the Data Warehouse also permits better penetration of programs in certain geographic areas. For instance, if a program is not being utilized in a certain district, an analysis of the data in the Data Warehouse can provide an understanding of why, such as population issues. The analysis could also give insight into

what districts would benefit more from that particular program.

PIPER manages the information in the system and is responsible for developing reports for analytic purposes. DHS management staff will have access to this information. However, it is primarily an analytic tool and only aggregate, non-identifiable data will be available for viewing to ensure confidentiality.

The Data Warehouse will be a valuable asset not only to DHS consumers and staff, but also to the community as a resource for grants, colleges, and research projects. In recognition, a Data Warehouse Advisory Group has been formed. The 27-member group will recommend who from the community can access the system and the protocol for accessing the system.

For more information or questions about the Data Warehouse, please call John Pierce at 412-350-5860.



## Ted Andrews Receives December Lucchino Employee Service Award



Ted Andrews, Manager, DAL

Ted Andrews, manager of the Director’s Action Line, was presented with the December Frank J. Lucchino Award for Distinguished Service to Allegheny County. The monthly award was given to Andrews for his

work with the Director’s Action Line. Since its implementation in 1996, the amount of investigated calls increased from 235 to more than 1,500 in 2000.

“Ted and his professional, friendly staff are extremely

dedicated to helping callers get the answers and action they need,” said Marc Cherna, DHS Director. “In providing this invaluable service, he demonstrates every day the sustained superior performance this award acknowledges.”