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**Krista Foster Homes**

**Technology and System Plan**

**2021**

**Technology and System Plan 2020 Analysis**

The Krista Foster Homes Technology System Plan for 2020 was completed satisfactory. Staff were able to access digital information, communicate with fellow employees, county workers, clients, and other team members. The cells phones, landlines, computers, internet, Wi-Fi, and server systems has all worked well together. KFH added a laptop computer for a Social Worker to do notes only from home due to COVID issues. This has proven to be safe and helpful. The KFH website and email has been relatively trouble free. KFH is looking forward to purchasing 1-2 new computers in 2021 as need arises. KFH may also change our tracking system (from FosterTac) for a more user-friendly system if costs and benefit permit.

**Technology and System Plan 2021**

**Purpose**

Krista Foster Homes (KFH) relies heavily on the use of computers and electronic information to conduct its everyday business. As such, it is essential that the organization have procedures that ensure that information technology is secure and backed up on a regular basis. It is further necessary that potential threats are minimized such that access to systems is uninterrupted as much as possible, and that all information is protected and secure.

**Information System Needs of Krista Foster Homes:**

o Accurate and current client, resource family, and employee information so that management and staff have reliable data available to base their service delivery decisions.

o Accurate and current insurance information so that KFH can provide adequate coverage for Business, social workers, board of directors, and resource families.

o Accurate and current financial profit and loss reports so that the Executive Director and management team can make financial decisions.

o Relevant, accurate and well-presented information about KFH to the consumers, their families, stakeholders, and the general public.

o Accurate and current CCL regulations.

**Management Information Infrastructure**

KFH has one site. Every employee has a computer and is connected to the internet to access an individualized KFH email account. All the computers are protected by Antivirus software.

All the files are saved on a password protected server accessible by Administrator and Office Adminastrator. The server is backed up on two interchangeable portable hard drives several times a week. These portable hard drives are switched out weekly to have a copy that can be carried off site in case of a fire or natural disaster. All files are accessed by staff members with the approved security clearance through the Administrator.

**Financial Computer**

Only one computer has financial information stored on it. This information is backed up weekly or as needed onto a portable thumb drive.

**Connectivity/Portable Computing**

 All employees have access to assigned individual computers, organization’s server managed by the office administrator, corporate email accounts, and access to the internet. Employees are given access to the server by the Office Administrator upon hire. The level of access each employee has is determined based on job requirements/needs.

**Computer Operating Systems**

KFH uses industry standard business software and hardware. Microsoft Windows 10 Operating system is used.

**Software Applications**

KFH always uses legal licensed and whenever necessary, HIPAA and other statutory compliant software.

**General Applications**

KFH uses Office 365 Business Premium monthly subscription through the non-profit organization Techsoup. The subscription includes the most current versions of Microsoft applications such as: Word, Excel, or its general businesses application like word processing, presentations, and databases.

**Specialized Applications**

KFH uses QuickBooks Accounting for financial management, payroll, and reporting functions. KFH used to utilize the program ‘Foster Track’ for keeping both Resource parent and Client data, but have now moved all information into a special access Excel document. This can only be accessed by authorized employees.

**Communication**

All management and social workers are assigned individual emails accounts through outlook and have access to the Internet. The internet access and email accounts are to be used for agency business only.

 KFH utilizes Godaddy.com as a webhost service platform for the KFH website, www.kristafosterhomes.org. This website is primarily for informational and recruitment purposes for the consumers, their families and guardians, local businesses, and the general public. The website was created and is maintain by a third-party organization.

 In addition, KFH promotes effective and efficient communication through stationary phone and cell phones. KFH uses Verizon as its phone service. Through Verizon KFH utilizes an individualized recorded answering system which helps streamline calls and communication. Through Verizon, KFH also utilizes call forwarding to cell phones.

Each management and social work employee are given a cell phone for business or reimbursed for business use of their personal cell phone. Cell phone services through Verizon include internet and text.

 **Policies on Usages of Agency Equipment and IT Resources**

KFHs’ equipment, including computer hardware and software are valuable assets. They must be used for KFH business only. Staff may not copy or use KFH’s purchased/leased software contrary to the interests of the organization or for purposes other than the business reason for the purchase or lease. Employees may not use e-mail for personal, nonbusiness-related use.

 KFH may access any staff computer, e-mail information files, or voice mail to better serve the needs of the agency or to make certain that they are being used properly and in compliance with this policy. Email, voice mail, as all computer imputed data, are consider company files and not the property of any individual. The use of a password is to control access to company equipment and is not intended to create a right or expectation of privacy. The password must be registered with the office administrator of KFH.

 No agency property, including computers, may be used for unlawful purposes; or to offend, harass, abuse, or otherwise communicate offensive, unlawful, or inappropriate messages or messages in violation of KFH’s policy prohibiting harassments, including sexual harassment. Nor may they be used to access material unrelated to the performance of the business of the agency. Employees should be aware that emails and voice mail messages could be retrieved and even subpoenaed for litigation and governmental compliance investigations. Stored information and email and voice mail messages may not be deleted or destroyed if the subject of or relevant to a claim of litigation.

Violation of this policy will subject the employee to discipline.

**Security, Privacy and Confidentially**

**Computer and email security:** All staff with access to client, financial or any other agency related information are expected to treat the information with the highest level of confidentiality. Staff with electronic access to the information are assigned passwords and are expected to treat them with extreme care. If any password is lost or is suspected of being compromised, they are required to inform their supervisors immediately. Upon notification, the office administrator will issue a new password to the staff and the old one will be deleted. In the event that an employee with these types of access leaves the agency, the office administrator will be immediately informed; and the password protected accounts will be deleted or changed so that the person no longer has access to the agency’s protected information.

All staff members with the access to client records are required to sign the confidentiality agreement and are always expected to adhere to agency policies.

**Technology and System Plan Goals**

**2021**

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| **Goal** | **Strategy/ Objective** | **Responsible Person** | **Target Date** |
| **Assess staff computers and replace as needed.** | Assess most needed replacement/upgrade | Administrator | 12/2021 |
| **Maintain Malware Protection** | Purchase new protection | Administrator | 12/2021 |
|  **Maintain server accessible to all employees on the receptionist computer** | Contract with IT professional | Administrator | 12/2021 |
| **Conduct an organization self-assessment**  | KFH will conduct an organizational self-assessment of its technology and system for strengths, weakness, and recommendations to include upgrades. | Administrator | 12/2021 |
|  **Maintain a well define Disaster Recovery Preparedness Plan per CARF standards** | KFH will develop a Disaster Recovery Preparedness plan to give guidance for potential disaster situations. | Administrator | 12/2021 |
| **Ensure that current policies/procedures on Technology and System plans are adhered to** | KFH will ensure that current policies and procedures on Technology and System Plan are adhered to by all staff of the organization. | Administrator | 12/2021 |

 Administrator’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_