

COMMUNITY CHILDREN'S SHELTER AND FAMILY SERVICE CENTER, INC.

TECHNOLOGY AND SYSTEMS PLAN FY 15 Developed July, 2014; Revised January, 2015

In order to support information management and performance improvement activities, CCSFSC implements an annual Technology and System Plan. This plan is integrated in to the CCSFSC's strategic planning process. CCSFSC assesses its use of technology to enhance individual services, improve efficiency and productivity of personnel, communicate with stakeholders, and improve services to isolated areas, whenever possible.

Assistive Technology:

CCSFSC's goal is not only to provide the technological needs of the Agency's users, but also those of the clients as well. Providing the technologies needed for persons with disabilities empowers them to do more for themselves. The following are implemented as part of the assistive technology standard:

- Evaluation of the technology needs of the individual
- Purchasing, leasing, or otherwise providing for the acquisition of assistive technology devices for individuals with disabilities
- Selecting, designing, applying, or replacing of assistive technology device
- Assistive technology training or technical assistance with assistive technology for an individual with a disability

Hardware:

We currently run on one (1) server with mirrored backup. 14 desktop computers currently reside on this network. We run two (2) Linksys Routers. We also have a Kyocera 3050, which is our network printer, four (4) HP laser jet printers, and two (2) laser printer and one (1) Ricoh Printer.

Phones:

With the facility that CCSFSC now has, we have four (4) phone lines and one (1) fax line, which are utilized by five (5) programs. We utilize a program named Phone Slips to intake incoming messages. This helps to alleviate poor penmanship errors. We also have a large phone and address book saved on the system, which helps to prevent errors when taking phone numbers and agency information that staff may not be familiar with our organization.

Software:

The main software staff currently use is Office 365 (Word, Excel, and Outlook). Every computer is loaded with the latest version of Windows platform. Our Executive Director, Human Resources Coordinator, and Emergency Shelter Coordinator, and Data Entry personnel are equipped with the Juvenile Online Tracking System (J.O.L.T.S.) from the Oklahoma Office of Juvenile Affairs. The Executive Director and Human Resource Coordinator are equipped with the MILAN Medicaid Software.

Security:

Every employee must have an alpha numeric and symbolic password, minimum of eight characters. All computers have internet access. The server is password protected and is stored in an isolated room. All Citrix access (JOLTS) has encrypted certificates and have multiple layers of password protection to only granted authorized users. Our network printer requires each user to type in a specific code to use the copy machine and to print the documents that are sent from the pc to the printer.

• **Confidentiality:**

Only authorized administrators in the organization have the authority to contact our IT Open Gate Technology Company. All changes or request are not made unless they have been verified by those administrators in CCSFSC. We followed HIPAA regulations in the interest of protecting client's privacy.

• **Backup Policies:**

CCSFSC has implemented the following practices regarding backup of key data:

1. Current and revised CCSFSC policy and procedures, plans (including Strategic, Risk Management, Cultural Diversity, Technology and System), and CCSFSC forms are backed up and stored at the Oklahoma Association of Youth Services office in Oklahoma City, OK.
2. Office of Juvenile Affairs billing data entered in to the JOLTS system is backed up nightly by the OJA Information Technology Department.
3. Medicaid services are backed up by the Milan Software and the agent of the Oklahoma Health Care Authority upon submission.
4. Other billing/grant information is backed up weekly by the CCSFSC Executive Director.

• **Disaster Recovery:**

Disaster recovery planning can improve the business, reduce reoccurring problems, and minimize downtimes. Disaster recovery protects critical corporate assets and provides measures for protecting equipment, computers, and other hardware. Emergency preparedness is an ongoing commitment and will adhere to standards such as:

- Developing and testing business continuity plans
- Risk assessment and business impact analysis
- Maintaining lines of communications with suppliers
- Responsibilities assigned to individuals for business recovery
- Recovery time objectives – Assigned priorities
- Maintaining security
- Off-site data storage, backups, and vital records
- Preventive measures

CCSFSC has Information Technology support from Open Gate Technology, Inc.

• **Virus Protection:**

All computers are installed with current virus protection.

Strengths of the System:

The strength of our system is our computer and server equipment, software and security upgrade is two years old. We also collaborate with a technology vendor to provide virus protection and a secure system.

Weaknesses of the System:

One weakness of the system is the current phone system. Several handsets are beginning to show signs of connectivity and repair. We also do not have voicemail and caller ID capabilities. A second weakness of the system is the speed of internet connectivity.

Future Goals:

CCSFSC's goal is to implement an electronic documentation form system. This will allow us cost savings option.

CCSFSC's goal is to utilize the current website and Facebook as a marketing tool. This will allow us to communicate with and accept donations with the 21st Century Technology Users.

CCSFSC's goal is to maintain ongoing collaboration with Ardmore City Schools and the McKinney-Vento Grant program. We are in the process of utilizing computer lab in order to continue educational services at the shelter with access to the educational software provided by the school.

CCSFSC's goal is to utilize technology to support performance improvement activities for program/service delivery and business functions.