

Human Services Agency – Data Warehouse

An Integrated Business Intelligence
Solution



Agenda

- Why implement a Data Warehouse
 - Business Drivers
 - How did we do it
 - Development Methodology and Technology
 - Timeline and Resources
 - Where are we now
 - Project Roadmap
 - Demonstration of the SHARP Data Warehouse
-

Why implement a Data Warehouse



San Mateo Human Services Analytical Reporting Project

“Integrate data from disparate systems to enable the management team to make sound business decisions supported by the measures of Outcome Based Management and Budget”

Additionally we faced other challenges and issues

- Welfare and other related reform initiatives have created a need to access information in new and different ways
- Policy is crafted and evaluated at an increasing rate
- Outcome measures need to be defined and integrated into program management

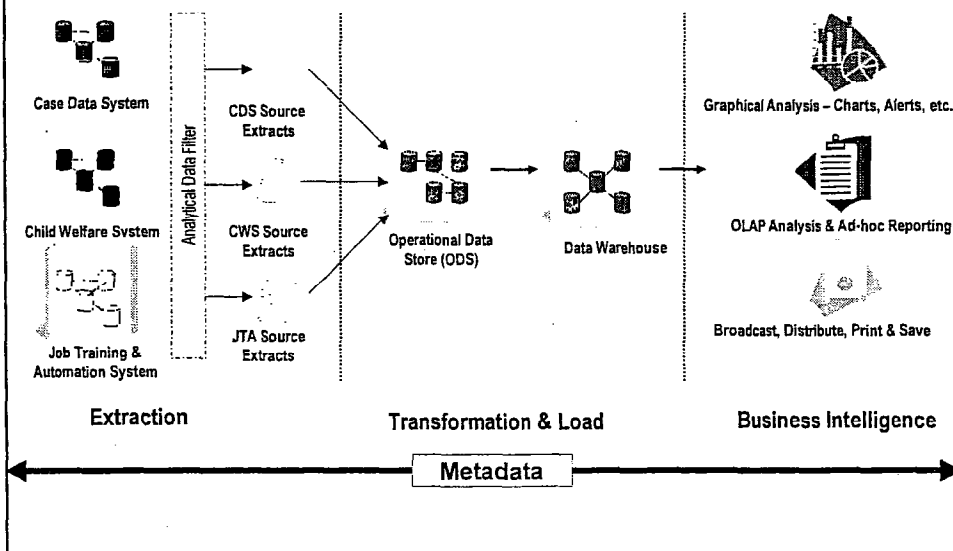
- Ad hoc information requests are not easily processed in a timely manner with legacy systems
- Service Delivery voids and inefficiencies are often not discovered
- Current ad hoc environment does not support analytical processing

How did we do it?

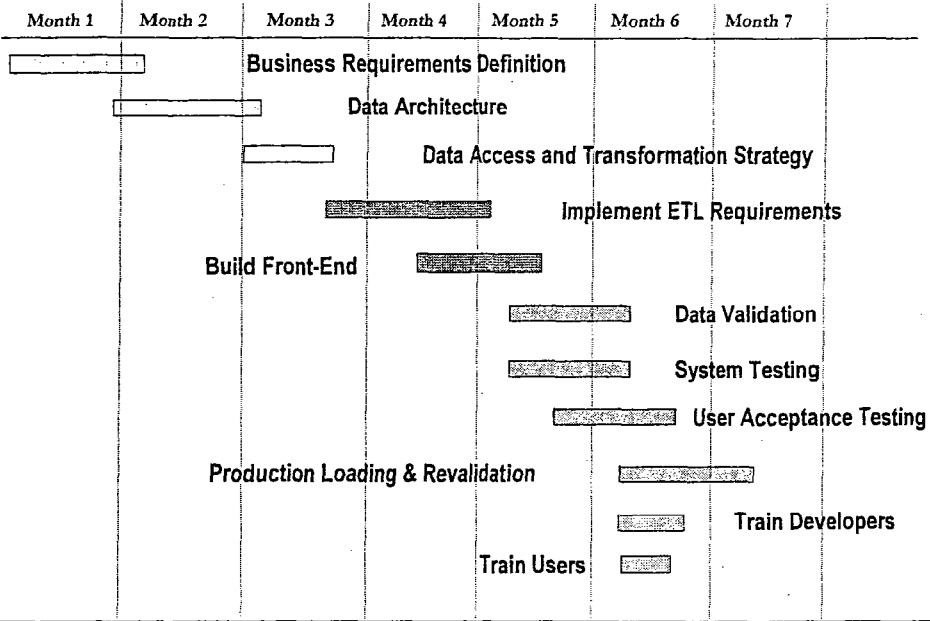
Development Methodology

- We put the goals and needs of the agency at the core of the project
- We resisted the temptation to turn a business-centered project into a technology project
- We ensured that every element of data included in the warehouse answered a specific business question
- Ensured early and constant participation from business users
- Allowed for flexibility in design due to changing business needs

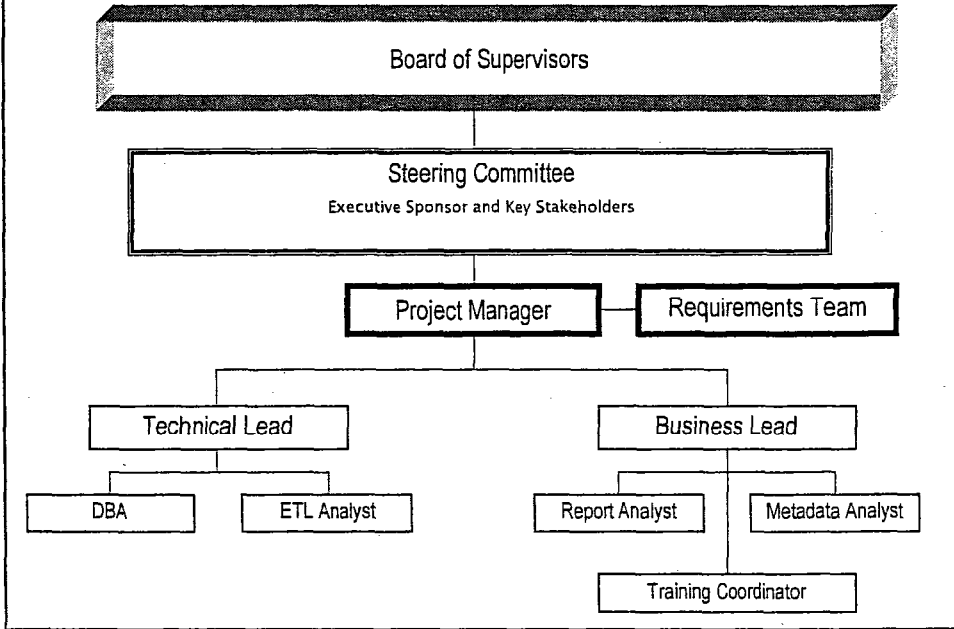
Data Architecture Approach



Timeline

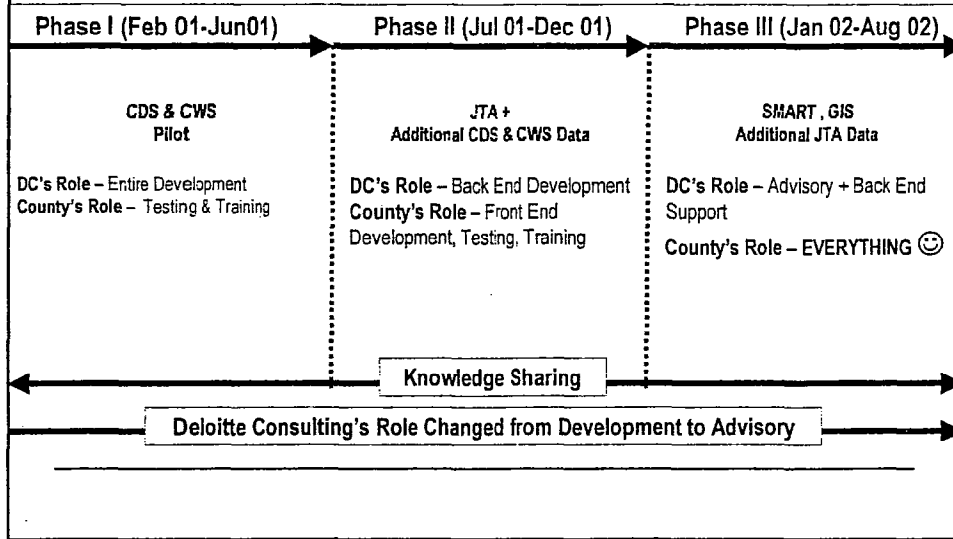


Project Organization

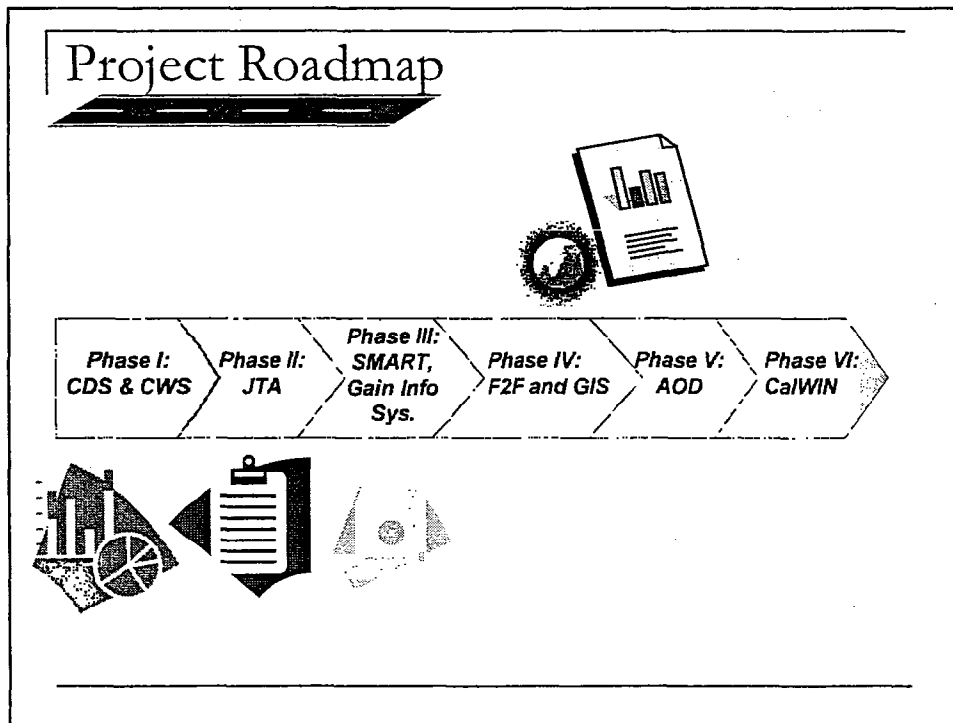


Where are we now?

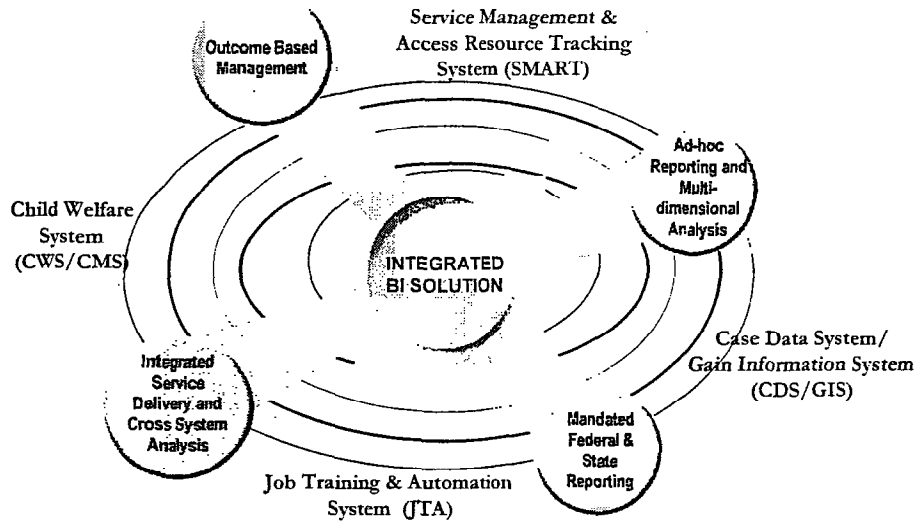
Previous Phases



Project Roadmap



SHARP – A single, integrated, customizable,
source for information delivery



The SHARP Project Team Received
the Insight Award

INFORMATICA

"The Human Services Agency

&

Deloitte Consulting

were awarded

The Insight Award

in the

Enterprise Data Warehouse Category

at

Informatica World Conference 2001"



Human Services Agency-Data Warehouse Reports

OBM-Community Capacity

- *Number and Percentage of Active Children In County Care Placed with Families in San Mateo County
- *Number and Percentage of San Mateo County Foster Homes Remaining Licensed for at least 12, 24 Months

OBM-Economic Self-Sufficiency

- *Number and Percentage of CalWORKs Adult Participants Leaving Cash Aid with Employment
- *Number and Percentage of General Assistance Participants Leaving Cash Aid with Employment
- *Number and Percent of Active CalWORKs Recipients With Employment but Insufficient Earnings to Leave Aid
- *Number and Percentage of Disabled Exempt General Assistance Participants Transitioning to CAPI
- *Number and Percentage of Active Disabled Exempt CalWORKs Participants Whose Case Indicates the
- *Number and Percentage of Disabled Exempt CalWORKs and General Assistance Participants Transitioning to
- *Number and Percent of Active Adult Disabled Exempt CalWORKs Participants Whose Case Income Increased
- *Percent of WIA Participants Employed 6 Months After Hire
- *Number of WIA Participants in Peninsula Works Enrolled in Intensive and Training Services

OBM-Family Strength

- *Number of Medi-Cal Applications
- *Families Referred for Children and Family Services Investigations that Received Expanded Services
- *Number of Children Entering Foster Care
- *Number of Children Waiting for Adoption
- *Number of Adolescents between the ages of 16 and 21 in Foster Care
- *Average Number of Placements Per Foster Child
- *Average Time between Termination of Parental Rights and Adoption
- *Number and Percentage of CWS Children Adopted
- *Number of Licensed Foster Homes.
- *Number and Percentage of WIA Participants Hired In Jobs With Benefits
- *Number and Percentage of Children Served Who Did Not Have a Subsequent Substantiated Referral for Abuse
- *Number and Percentage of Cases whose Families are Participating in Voluntary Services
- *Number and Percentage of Children Whose Families Received Voluntary Services and Did Not Have a
- *Number and Percentage of Active Foster Children Performing at Grade Level
- *Number and Percentage of 12th Graders in Foster Care who Graduated from High School
- *Percent of Children and Family Services Cases with a Successful Case Closure Outcome
- *Average Length of Time Children Reside in Foster Care
- *Percent of Children in San Mateo County Placed in Foster Care
- *Number and Percent of Children Receiving Child Care Assistance Who are Cared For By Licensed or
- *Percentage of Children Receiving CalWORKs who are Eligible for Stage 1 Child Care Payment Assistance and
- *Number of Child Care Payments Issued from the Human Services Agency

BSG-Case Data System (CDS)

- *CW801 Report
- *List of CalWORKs and Food Stamps Participants Between Ages 3 and 14 at Jefferson Elementary School for
- *List of CalWORKs and Food Stamps Participants Between Ages 13 and 19 at Jefferson Union High School
- *List of CalWORKs and Food Stamps Participants Between Ages 3 and 14 at Millbrae Elementary School
- *List of CalWORKs and Food Stamps Participants Between Ages 3 and 14 at Ravenswood District
- *List of CalWORKs and Food Stamps Participants Between Ages 3 and 14 at Redwood City Elementary
- *List of CalWORKs and Food Stamps Participants Between Ages 3 and 14 at San Bruno Park Elementary
- *List of CalWORKs and Food Stamps Participants Between Ages 3 and 14 at San Mateo Foster City District
- *List of CalWORKs and Food Stamps Participants Between Ages 13 and 19 at Sequoia High School District
- *List of CalWORKs and Food Stamps Participants Between Ages 3 and 15 at South SF District
- *List of CalWORKs and Food Stamps Participants Between Ages 3 and 15 at Bayshore School District

- *List of Probation, SED, and Group Home Placement Children in Group Homes
- *Non-Needy Relative Child-Only Cases
- *Caseload Staffing Report By Worker Number
- *Zipcode Report
- *Count of Cases by Program by Zip Code
- *Count of Active Participants In Educational Training
- *List of Active CWS Participants Who Are Also on CalWORKs

BSG-Child Welfare System (CWS)

- *List of Referrals By Screeners
- *List of Probation, SED, and Group Home Placement Children in Group Homes
- *List of CWS Cases with Active Placements
- *List of Active CWS Participants Who Are Also on CalWORKs

BSG-Job Training and Automation System (JTA)

- *Cumulative List of WIA Participants Who Are Active in the Reporting Period
- *Cumulative List of WIA Participants by Core Services Who Are Active in the Reporting Period
- *Cumulative List of WIA Participants by Intensive Services Who Are Active in the Reporting Period
- *Cumulative List of WIA Participants by Training Services Who Are Active in the Reporting Period
- *Cumulative List of WIA Participants by Youth Services Who Are Active in the Reporting Period
- *Cumulative List of WIA Participants by Miscellaneous Services Who Are Active in the Reporting Period
- *Cumulative List of WIA Participants by Agency and Grant Code Who Are Active in the Reporting Period
- *Cumulative List of Active WIA Youth Participants Whose Age is Between 16 and 21 in the Reporting Period
- *List of WIA Active Cases Where Estimated Date of Completion is Blank in the Reporting Period
- *List of WIA Cases Where Activity Agency Code is Invalid in the Reporting Period
- *List of Active WIA Cases Where TANF Field is Blank in the Reporting Period
- *List of WIA Cases Where Labor Force Status is Null at Enrollment in the Reporting Period
- *List of Active WIA Cases Where Labor Force Status is 1 or 2 and Job Code is Null at Follow-up in the
- *List of Active WIA Cases Where Highest Grade Completed is not Between 00 and 17 or 88 in the Reporting
- *List of Active WIA Cases Where Exit Date is Before 7/1/2000
- *List of WIA Cases Where Activity End Date is Before Activity Begin Date or Activity End Date is After Current
- *List of Active WIA Cases Where Dislocated Worker Equals 1 and Dislocation Date is Null
- *List of WIA Participants Who Were Followed-Up On by Agency
- *Count of Active WIA Participants, by City in the Reporting Period
- *Count of Active WIA Participants by Ethnicity in the Reporting Period
- *Count of Active WIA Participants, by Gender In the Reporting Period
- *Count of Active WIA Participants, by Activity Job Code in the Reporting Period
- *Count of Active WIA Participants, by Activity Service Code in the Reporting Period
- *List of Active OIC Participants by Core, Intensive, Training, Youth and Miscellaneous Services in the Reporting
- *List of Active NCE Participants by Core, Intensive, Training, Youth and Miscellaneous Services in the Reporting
- *List of Active VRS Participants by Core, Intensive, Training, Youth and Miscellaneous Services in the Reporting
- *List of Active JEF Participants by Core, Intensive, Training, Youth and Miscellaneous Services in the Reporting
- *List of Active PWR Participants by Core, Intensive, Training, Youth and Miscellaneous Services in the

BSG-Service Management Access Resource Tracking System (SMART)

- *WTW30 Report
- *Peninsula Works Reports
- *Count of Active Participants In Educational Training
- *Count of PeninsulaWorks Participants

BSG-Gain Information System (GIS)

- *List of Paid Stage 1 Providers who match to SMART