

## **Agency Link Update (March 2003 – June 2003 Activities):**

This paper summarizes the activity of the major sub-projects of the AgencyLink Network Program for March 12, 2003 – June 11, 2002.

### **Network Infrastructure:**

We have completed, identified, or are currently working on the following tasks with AgencyLink's Infrastructure this last quarter:

#### **Production Environment:**

- ✓ Fat Pipe install occurred in April, 2003. (Fat pipe serves as AgencyLink's DNS servers and provides redundant and load balancing between the FiberNet and SAVVIS T1 lines.) The DNS functionality will be transferred from Phintec to AgencyLink's Fat Pipe Servers next quarter (June 2003 – September 10, 2003.)
- ✓ Appshield and Big IP servers configured according to specifications received from John George from Appshield. This task is planned for the next quarter.

#### **Test Environment:**

- ✓ Test environment project plan completion date is June 13, 2003. Test Environment will mirror the production environment for testing of patches, new revs of code, and hardware.

### **Online Community and Resource Directory (I&R) Application:**

- ✓ The Online Community and Resource Directory have been trained to all pilot members.
- ✓ Robert has been to every agency except MR/DD to provide support.
- ✓ Robert has been to half of the agencies over two times and plans on calling all of the Agency Administrators to see if they need additional training or support.
- ✓ We have been having bugs in our administration pages that have been causing problems with authentication and role based security. Some Agency Administrators cannot get to the appropriate web pages to update their information.

### **Collaborative Case Management/Client Tracking Application:**

We have moved forward on planning for the development of AgencyLink's Collaborative Case Management Application and have completed the following tasks:

1.

| Milestone | Milestone Description             | Target Date                    | Status                    | Approved |
|-----------|-----------------------------------|--------------------------------|---------------------------|----------|
| I         | Project Kickoff Meeting           | March 27                       | Complete                  | Yes      |
| II        | Application Development Templates | May 16<br>(Early completion ~) | Complete<br>(Ahead Sched) | Yes      |

|     |  |  |                            |    |
|-----|--|--|----------------------------|----|
|     |  | May 9)                                     |                            |    |
| III | Online Community /Resource Directory Integration | July 16<br>(Early completion ~<br>June 16) | On Target<br>(Ahead Sched) | No |
| IV  | Case Management Reports                          | September 03                               | On Target                  | No |
| V   | Case Management                                  | September 15                               | Not Started                | No |
| VI  | Testing and Implementation                       | December 15                                | On Target                  | No |
| VII | Final Acceptance                                 | December 31                                | Not Started                | No |

## Family Violence I:

### Application

- ✓ We continue to identify bugs and fix them in the Family Violence I application
- ✓ We have been having bugs in our administration pages that have been causing problems with authentication into the FVI application. This bug has caused some pilot participants having issues getting into the application and has caused Robert to reenter this information.

### Pilot

- ✓ Starting second round of phone calls to provide support and obtain feedback from Pilot members

## Family Violence Phase II:

We have moved forward on working on AgencyLink's Family Violence Phase II Project and have completed the following tasks:

- ✓ The Functional Specification and Implementation Plan complete.
- ✓ The FVII Project is currently been put on hold waiting approval by county administration and BCC. No work has been done on this project by KiZAN since our last meeting. There will be a "push out" by the number of days from when we scheduled the project kickoff meeting and when it is approved. For example the original start date was slated for March 27, 2003. If we started the project on June 11, 2003 than the end date for the project will be delayed by 92 days. Instead of ending on 8/15/03 the project will not be complete until around November 13, 2003.

| Milestone | Milestone Description   | Target Finish | Status          | Approved |
|-----------|---|---------------|-----------------|----------|
| I         | Project Kickoff   | 3/27/2003     | Behind Schedule | No       |
| II        | Web Service   | 6/13/2003     | Behind Schedule | No       |
| III       | Court View/CAP Imports (General Division, Domestic Relations, Dayton)               | 6/13/2003     | Behind Schedule | No       |
| IV        | Sanderson/Henschen (Kettering, Vandalia, Miamisburg, Oakwood, District One and Two) | 7/15/2003     | Behind Schedule | No       |
| V         | Deployment and Testing  | 8/14/2003     | Behind Schedule | No       |
| VI        | Training  | 8/14/2003     | Behind Schedule | No       |
| VII       | Closeout  | 8/15/2003     | Behind Schedule | No       |

### Marketing Plan:

- ✓ We have begun gathering financial information to enable us to consider how to market the cost burden to each agency.

### AgencyLink Newsletter:

- ✓ Quarterly newsletter schedule is slated for June, September, December 2003 and March 2004

### AgencyLink E-Mail:

- ✓ Monthly AgencyLink E-mails are scheduled for July, August, October, November 2003 and January, February 2004.

### Resource Directory Update Strategy

- ✓ We have successfully completed item one on this list. Robert is currently working on item two but have been hampered by a bug in the administrative pages that have caused issues providing the rights for the Agency Administrators to update this information. We have not started the next three line items and will attempt to follow up with them over the next six months.

A five-pronged strategy has been developed to update AgencyLink's Resource Directory:

1. Create an application in Microsoft Access to pull data from the Resource Directory's Oracle database to track updates and send form letters/e-mails to agencies in the Resource Directory. Information can be updated by sending in a form or going online to update the information from the web using a web update screen.
  - ✓ Application was created in Access which is about 90% complete. Working out bugs between the Oracle 9i and Access databases.
2. Enroll agencies into AgencyLink as a partner Agency and give them access to update their own information. E-Mails will be sent out to remind agencies to update their information on a quarterly basis.
  - ✓ Robert Cooper is in the process of training and providing support for Pilot agencies to update and keep their information current in the Resource Directory.
3. Agencies that do not respond to form letters and e-mails will be contacted by OFCF staff via telephone to obtain updated information.
  - ✓ Updates will be tracked by access database overview in line item one.
4. OFCF staff will create a process to perform regularly scheduled "sample audits" of the information in the database to ensure accuracy of the information in the Resource Directory.
5. Require quarterly updates from any agency that obtains Human Service Levy funding.