SACRAMENTO COUNTY

2023-2024

TECHNOLOGY IMPROVEMENT PLAN

Technology Improvement Plan For Major Upcoming Projects

PEOPLE   **SYSTEMS**   **PROGRESS**

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Department of Technology

Executive Summary

Sacramento County Technology Improvement Plan (TIP) presented here consists of projects identified to replace and upgrade several of the County mission critical information systems. Annually, the Department of Technology assesses the need to upgrade or replace the County's core business systems. As a result of this year's review and analysis, the following projects are recommended to the Board of Supervisors as the TIP for Fiscal Years 2023-24 through 2027-28.

The Five-Year estimated TIP cost is $100,380,504 prior year costs allocated to these projects were $22,609,128 totaling $122,989,632.

- Human Assistance Welfare Case Management System Replacement - **Estimated Total Cost: $13,639,852**

- Mental Health Crisis Call Center Response System – **Estimated Total Cost: $2,045,310**

- Microsoft Office 365 – **Estimated Total Cost: $33,625,199**

- Property Tax System Replacement – **Estimated Total Cost: $49,053,831**

- Semi-Statewide Electronic Health Record System - **Estimated Total Cost: $14,625,440**

- Social Health Information Exchange - **Estimated Total Cost: $10,000,000**

Projects successfully completed in Fiscal Year 2022-23:

- Correctional Health Services Automated Medication Dispensing System Replacement

- Criminal Justice Information System Replacement (Jail System)

- Environmental Management Envision Connect Replacement

- Sacramento Regional Radio Communications System Microwave Replacement Project

Prior-Year Completed/Cancelled Project Summary (Project List in Alphabetical Order)

Proj #	Project Title	Prior Years	Fiscal Year 2023-2024	Fiscal Year 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Total	Reason Dropped
P000658	Correctional Heath Services Automated Medication Dispensing System Replacement	$547,998	—	—	—	—	—	$547,998	Completed
P000647	Criminal Justice Information System Replacement (Jail System	$3,483,585	—	—	—	—	—	$3,483,585	Completed
P194682	Environmental Management Envision Connect Replacement	$672,400	—	—	—	—	—	$672,400	Completed
P307005	Sacramento Regional Radio Communications System Microwave Replacement Project	$2,366,382	—	—	—	—	—	$2,366,382	Completed
	Total	**$7,070,365**	—	—	—	—	—	$7,070,365	

Project Summary (Project List in Alphabetical Order)

Proj #	Project Title	Prior Years	Fiscal Year 2023-2024	Fiscal Year 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Total
P566242	Human Assistance Welfare Case Management System Replacement	$8,015,935	$5,623,917	—	—	—	—	$13,639,852
P848936	Mental Health Crisis Call Center Response System	$801,262	$622,024	$622,024	—	—	—	$2,045,310
P989003	Microsoft Office 365	$6,011,561	$5,272,223	$5,091,764	$5,262,088	$5,735,676	$6,251,887	$33,625,199
P000650	Property Tax System Replacement	$3,848,388	$12,916,281	$13,796,370	$10,697,167	$3,812,500	$3,983,125	$49,053,831
* P878047	Semi-Statewide Electronic Health Record System	$3,772,702	$2,003,676	$1,893,037	$1,894,756	$1,896,526	$3,164,743	$14,625,440
P382782	Social Health Information Exchange	$159,280	$650,720	$5,800,000	$3,390,000	—	—	$10,000,000
	Total	**$22,609,128**	**$27,088,841**	**$27,203,195**	**$21,244,011**	**$11,444,702**	**$13,399,755**	$122,989,632

* Projects Not Appearing on Previous 5-Year CIP

Human Assistance Welfare Case Management System Replacement **Project P566242**

Project Address: County of Sacramento, CA

Department: Department of Technology

First Year in CIP: 2020

Estimated Completion Date: 2023

Estimated Project Costs: $13,639,852

Project Description: California Work Opportunity and Responsibility to Kids Information Network (Cal-WIN) was implemented in 2005 for the Department of Human Assistance (DHA) and 17 additional California counties to manage cases in benefit programs such as CalFresh, CalWORKs and Medi-Cal. The other 40 California counties use one of two other welfare case management systems. In 2018, the Federal sponsors of these benefit programs (the Center for Medicare and Medicaid Services and the Food and Nutrition Service) mandated that California migrate its three case management systems into one by 2023.

As a result, all 58 California counties joined together to create the California Statewide Automated Welfare System (CalSAWS) Joint Powers Authority (JPA), which will manage the development and implementation of a new state-wide welfare case management system. This new system will be called CalSAWS.

The CalSAWS JPA has selected a vendor and design work began in 2019. Implementation is expected at the end of October 2023.

Estimated Project Costs

	Prior Years	Fiscal Year 2023-2024	Fiscal Year 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Total
County's Staff Time	$5,482,040	$3,791,195	—	—	—	—	$9,273,235
Vendor Costs	$2,533,895	$466,450	—	—	—	—	$3,000,345
Software & Licenses	—	$908,832	—	—	—	—	$908,832
Other (Project Costs)	—	$457,440	—	—	—	—	$457,440
Total	**$8,015,935**	**$5,623,917**	**—**	**—**	**—**	**—**	**$13,639,852**

Funding Sources

	Prior Years	Fiscal Year 2023-2024	Fiscal Year 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Total
General Fund	$3,082,099	$982,197	—	—	—	—	$4,064,296
State and Federal Allocation	$4,933,836	$4,641,720	—	—	—	—	$9,575,556
Total	**$8,015,935**	**$5,623,917**	**—**	**—**	**—**	**—**	**$13,639,852**

Project Analysis

Analysis Done	Analysis Results
Operating Budget Impact Analyzed	The Department of Human Assistance is paying for this project through a combination of State and Federal funding and their county general fund allocation. There is no impact to the DTech budget.

Mental Health Crisis Call Center Response System **Project P848936**

Project Address: County of Sacramento

Department: Department of Technology

First Year in CIP: 2023

Estimated Completion Date: 2025

Estimated Project Costs: $2,045,310

Project Description: The Behavioral Health Services (BHS) program will operate a 24/7 Mental Health Crisis Call Center and manage a Crisis Response team as an alternative to 911. The Crisis Call Center and Response Team will be the central access point for mental health services and dispatch mental health professionals to mental health-related service calls. This will reduce the need for law enforcement to be dispatched to mental health-related service calls.

The Department of Technology assisted BHS with the selection, procurement, and implementation of the Mental Health Crisis Call Response System to go-live June 2023.

Estimated Project Costs

	Prior Years	Fiscal Year 2023-2024	Fiscal Year 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Total
Vendor Costs	$160,000	—	—	—	—	—	$160,000
Software & Licenses	$641,262	$622,024	$622,024	—	—	—	$1,885,310
Total	**$801,262**	**$622,024**	**$622,024**	**—**	**—**	**—**	**$2,045,310**

Funding Sources

	Prior Years	Fiscal Year 2023-2024	Fiscal Year 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Total
General Fund	$801,262	$622,024	$622,024	—	—	—	$2,045,310
Total	**$801,262**	**$622,024**	**$622,024**	**—**	**—**	**—**	**$2,045,310**

Project Analysis

Analysis Done	Analysis Results
Operating Budget Impact Analyzed	It is projected the Call Center will receive 54,000 calls and the response team will handle 8,700 service calls per year. This will reduce law enforcement response to mental health calls.

Microsoft Office 365 **Project P989003**

Project Address: County of Sacramento, CA

Department: Department of Technology

First Year in CIP: 2022

Estimated Completion Date: 2025

Estimated Project Costs: $33,625,199

Project Description: Sacramento County completed a Microsoft Office suite upgrade in 2019 and 2020 by purchasing Microsoft Windows 10 and Office 2016 to achieve compliance with Microsoft software support and security requirements. Microsoft has announced that it will be moving to a subscription service for these products in 2025 -26 at which time, the County will no longer be able to purchase these products and will be forced to transition to the subscription model. This is a change from a capital purchase to an annual operating cost.

Estimated Project Costs

	Prior Years	Fiscal Year 2023-2024	Fiscal Year 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Total
County's Staff Time	$199,771	$396,240	$264,160	—	—	—	$860,171
Vendor Costs	$686,825	$450,000	—	—	—	—	$1,136,825
Software & Licenses	$5,124,965	$4,425,983	$4,827,604	$5,262,088	$5,735,676	$6,251,887	$31,628,203
Total	**$6,011,561**	**$5,272,223**	**$5,091,764**	**$5,262,088**	**$5,735,676**	**$6,251,887**	**$33,625,199**

Funding Sources

	Prior Years	Fiscal Year 2023-2024	Fiscal Year 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Total
Shared Systems	$6,011,561	$5,272,223	$5,091,764	$5,262,088	$5,735,676	$6,251,887	$33,625,199
Total	**$6,011,561**	**$5,272,223**	**$5,091,764**	**$5,262,088**	**$5,735,676**	**$6,251,887**	**$33,625,199**

Project Analysis

Analysis Done	Analysis Results
Operating Budget Impact Analyzed	• Current cost is based on the State of California Enterprise Agreement with Microsoft.

Property Tax System Replacement   **Project P000650**

Project Address: County of Sacramento, CA

Department: Department of Technology

First Year in CIP: 2013

Estimated Completion Date: 2026

Estimated Project Costs: $49,053,831

Project Description: The Sacramento County Property Tax System uses mainframe technologies that are now considered obsolete and resources necessary to maintain the system are in short supply. A growth request for a replacement has been approved with funding provided for the next five years. A vendor was chosen and the project is currently in progress.

Estimated Project Costs

	Prior Years	Fiscal Year 2023-2024	Fiscal Year 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Total
County's Staff Time	$757,326	$1,500,000	$1,500,000	$1,200,000	$400,000	$400,000	$5,757,326
Vendor Costs	$3,091,062	$10,166,281	$11,046,370	$4,997,167	—	—	$29,300,880
Software & Licenses	—	—	—	$3,250,000	$3,412,500	$3,583,125	$10,245,625
Other (Project Costs)	—	$1,250,000	$1,250,000	$1,250,000	—	—	$3,750,000
Total	**$3,848,388**	**$12,916,281**	**$13,796,370**	**$10,697,167**	**$3,812,500**	**$3,983,125**	**$49,053,831**

Funding Sources

	Prior Years	Fiscal Year 2023-2024	Fiscal Year 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Total
General Fund	$3,848,388	$12,916,281	$13,796,370	$10,697,167	$3,812,500	$3,983,125	$49,053,831
Total	**$3,848,388**	**$12,916,281**	**$13,796,370**	**$10,697,167**	**$3,812,500**	**$3,983,125**	**$49,053,831**

Project Analysis

Analysis Done	Analysis Results
Operating Budget Impact Analyzed	This project will enhance functionality, provide a supported platform and enhance security. This will eliminate the reliance on the County's mainframe environment and will reduce DTech mainframe operating costs.

Semi-Statewide Electronic Health Record System **Project P878047**

Department: Department of Technology

First Year in CIP: 2024

Estimated Completion Date: 2024

Estimated Project Costs: $14,625,440

Project Description: California Mental Health Services Authority (CalMHSA) has brought together 23 California Counties to participate in the Semi-Statewide Electronic Health Record (EHR) Project. This is a step towards establishing an integrated system of behavioral health data throughout California. The vendor, Streamline Healthcare Solutions, LLC, was selected for the development, implementation, and maintenance of the Semi-Statewide EHR. The system is intended to increase the time for the behavioral health workforce to provide treatment services by reducing the documentation burden and facilitate cross-county learning by standardizing data collection so best practices can be implemented efficiently.

For Sacramento County, the system will be deployed in two (2) phases. The first phase will be for Outpatient services and is scheduled for July 2023. The second phase will be for Inpatient services and is scheduled for July 2024. The Participation Agreement with CalMHSA extends through March 2029. The Department of Technology will assist Program staff with the system testing, data conversion, interface, training, implementation, and maintenance tasks.

Estimated Project Costs

	Prior Years	Fiscal Year 2023-2024	Fiscal Year 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Total
County's Staff Time	$1,347,692	$112,308	—	—	—	—	$1,460,000
Vendor Costs	$1,609,874	—	—	—	—	—	$1,609,874
Software & Licenses	$315,136	$1,891,368	$1,893,037	$1,894,756	$1,896,526	$3,164,743	$11,055,566
Other (Project Costs)	$500,000	—	—	—	—	—	$500,000
Total	**$3,772,702**	**$2,003,676**	**$1,893,037**	**$1,894,756**	**$1,896,526**	**$3,164,743**	**$14,625,440**

Funding Sources

	Prior Years	Fiscal Year 2023-2024	Fiscal Year 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Total
State Fund	$3,772,702	$2,003,676	$1,893,037	$1,894,756	$1,896,526	$3,164,743	$14,625,440
Total	**$3,772,702**	**$2,003,676**	**$1,893,037**	**$1,894,756**	**$1,896,526**	**$3,164,743**	**$14,625,440**

Project Analysis

Analysis Done	Analysis Results
Operating Budget Impact Analyzed	This agreement is fully funded by MHSA and there is no net County cost associated with the recommended action. Sufficient revenues and appropriations are included in the DHS FY 2022-23 Approved Recommended Budget. DHS will monitor the budget and, if needed, return to the Board for authority to process an Appropriation Adjustment Request.

Social Health Information Exchange   **Project P382782**

Project Address: County of Sacramento, CA

Department: Department of Technology

First Year in CIP: 2021

Estimated Completion Date: 2026

Estimated Project Costs: $10,000,000

Project Description: The Sacramento County Social Health Information Exchange (SHIE), will serve low-income communities through the development of countywide data infrastructure that links medical, behavioral health, social service and housing data from multiple sources. It will enable care coordination between health and social service providers in Sacramento County, and support health equity by allowing providers to identify and serve vulnerable low-income individuals during emergencies such as COVID-19. Establishing Social Health Information Exchange in Sacramento County is an approximately three-year initiative that aligns with CalAIM.

The Department of Technology will assist with the procurement process which includes the development of the appropriate RFPs, the selection and the negotiation of the vendor contract and development/implementation of Social Health Information Exchange System.

Additional funds have been requested from various sources. Based on the approval or denial of those funds, the planned project scope and the estimated project cost will be adjusted.

Estimated Project Costs

	Prior Years	Fiscal Year 2023-2024	Fiscal Year 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Total
County's Staff Time	$70,999	$350,720	$1,000,000	$1,000,000	—	—	$2,421,719
Vendor Costs	$88,281	$300,000	$1,000,000	$1,000,000	—	—	$2,388,281
OS/SQL Licenses	—	—	$500,000	$500,000	—	—	$1,000,000
Hardware	—	—	$900,000	$150,000	—	—	$1,050,000
Software & Licenses	—	—	$1,500,000	$500,000	—	—	$2,000,000
Other (Project Costs)	—	—	$900,000	$240,000	—	—	$1,140,000
Total	**$159,280**	**$650,720**	**$5,800,000**	**$3,390,000**	**—**	**—**	**$10,000,000**

Funding Sources

	Prior Years	Fiscal Year 2023-2024	Fiscal Year 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Total
ARPA	$159,280	$650,720	$5,800,000	$3,390,000	—	—	$10,000,000
Total	**$159,280**	**$650,720**	**$5,800,000**	**$3,390,000**	**—**	**—**	**$10,000,000**

Project Analysis

Analysis Done	Analysis Results
Operating Budget Impact Analyzed	This is a preliminary budget forecast and planning is underway for the full scope of the project.