SACRAMENTO COUNTY

Fiscal Year 2024–2025

Technology Improvement Plan

Inside

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 2024-25 through 2028-29.

The Five-Year estimated TIP cost is $54,130,723 prior year costs allocated to these projects were $21,232,798 totaling $75,363,521

- Board of Supervisors Constituent Management System – **Estimated Total Cost: $665,600**

- Human Resources Case Management System – **Estimated Total Cost: $1,092,345**

- Property Tax System Replacement – **Estimated Total Cost: $48,980,136**

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

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

In Fiscal Year 2023-24 major projects successfully completed include:

- Human Assistance Welfare Case Management System Replacement

- Mental Health Crisis Call Center Response System

- Microsoft Office 365 Implementation

Project Summary (Project List in Alphabetical Order)

Proj #	Project Title	Prior Years	Fiscal Year 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Fiscal Year 2028-2029	Total
P966463	Board of Supervisors Constituent Management	$135,600	$106,000	$106,000	$106,000	$106,000	$106,000	$665,600
P347737	Human Resources Case Management	$29,845	$402,500	$165,000	$165,000	$165,000	$165,000	$1,092,345
P000650	Property Tax System Replacement	$13,690,974	$14,494,335	$11,749,202	$5,062,500	$3,983,125	—	$48,980,136
P878047	Semi-Statewide Electronic Health Record System	$5,776,379	$1,893,037	$1,894,756	$1,896,526	$1,582,371	$1,582,371	$14,625,440
P382782	Social Health Information Exchange	$1,600,000	$1,600,000	$3,400,000	$3,400,000	—	—	$10,000,000
	Total	**$21,232,798**	**$18,495,872**	**$17,314,958**	**$10,630,026**	**$5,836,496**	**$1,853,371**	**$75,363,521**

* Projects Not Appearing on Previous 5-Year CIP

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

Proj #	Project Title	Prior Years	Fiscal Year 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Fiscal Year 2028-2029	Total	Reason Dropped
P566242	Human Assistance Welfare Case Management System Replacement	$12,273,580	—	—	—	—	—	$12,273,580	Completed
P848936	Mental Health Crisis Call Center Response System	$1,423,286	—	—	—	—	—	$1,423,286	Completed
P989003	Microsoft Office 365	$12,551,580	—	—	—	—	—	$12,551,580	Completed
	Total	**$26,248,446**	—	—	—	—	—	**$26,248,446**	

Board of Supervisors Constituent Management **Project P966463**

Project Address: County of Sacramento, CA

Department: Department of Technology

First Year in CIP: 2025

Estimated Completion Date: 2025

Estimated Project Costs: $665,600

Project Description: The Sacramento County Board of Supervisors, which is comprised of 5 separate districts, routinely receives communications from all areas of the public and creates cases in order to track and remediate any issues. Each district is staffed separately and utilizes varying methods for tracking and responding to public communications. Instituting a constituent management system will provide cohesiveness across all districts, make responses more efficient, and improve resolution rates of issues for constituents.

Estimated Project Costs

	Prior Years	Fiscal Year 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Fiscal Year 2028-2029	Total
Vendor Costs	$29,600	—	—	—	—	—	$29,600
Software & Licenses	$74,000	$106,000	$106,000	$106,000	$106,000	$106,000	$604,000
Other (Project Costs)	$32,000	—	—	—	—	—	$32,000
Total	**$135,600**	**$106,000**	**$106,000**	**$106,000**	**$106,000**	**$106,000**	**$665,600**

Funding Sources

	Prior Years	Fiscal Year 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Fiscal Year 2028-2029	Total
General Fund	$135,600	$106,000	$106,000	$106,000	$106,000	$106,000	$665,600
Total	**$135,600**	**$106,000**	**$106,000**	**$106,000**	**$106,000**	**$106,000**	**$665,600**

Project Analysis

Analysis Done	Analysis Results
Operating Budget Impact Analyzed	This project will enhance functionality, provide better and more responsive support to public inquiries. A growth request was submitted and approved for funding this purchase.

Human Resources Case Management **Project P347737**

Project Address: County of Sacramento, CA

Department: Department of Technology

First Year in CIP: 2025

Estimated Completion Date: 2025

Estimated Project Costs: $1,092,345

Project Description: The Department of Personnel Services is implementing a case management solution to increase efficiency, improve customer communication and provide data analytics in case management of Human Resources, Employee Relations, and Labor Relations events/concerns. The solution will address all aspects of employee relations including workplace investigations, equal employment/civil rights cases, workplace violence cases, labor relations issues along with medical leave and Americans with Disabilities Act [ADA] cases.

Estimated Project Costs

	Prior Years	Fiscal Year 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Fiscal Year 2028-2029	Total
County's Staff Time	$29,845	$32,500	—	—	—	—	$62,345
Vendor Costs	—	$205,000	—	—	—	—	$205,000
Software & Licenses	—	$165,000	$165,000	$165,000	$165,000	$165,000	$825,000
Total	**$29,845**	**$402,500**	**$165,000**	**$165,000**	**$165,000**	**$165,000**	**$1,092,345**

Funding Sources

	Prior Years	Fiscal Year 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Fiscal Year 2028-2029	Total
General Fund	$29,845	$402,500	$165,000	$165,000	$165,000	$165,000	$1,092,345
Total	**$29,845**	**$402,500**	**$165,000**	**$165,000**	**$165,000**	**$165,000**	**$1,092,345**

Project Analysis

Analysis Done	Analysis Results
Operating Budget Impact Analyzed	A growth request was submitted and approved for this project. Costs are estimates at this time.

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: $48,980,136

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 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Fiscal Year 2028-2029	Total
County's Staff Time	$2,183,631	$1,500,000	$1,200,000	$400,000	$400,000	—	$5,683,631
Vendor Costs	$10,257,343	$9,994,335	$6,049,202	—	—	—	$26,300,880
Software & Licenses	$1,250,000	$1,750,000	$3,250,000	$3,412,500	$3,583,125	—	$13,245,625
Other (Project Costs)	—	$1,250,000	$1,250,000	$1,250,000	—	—	$3,750,000
Total	**$13,690,974**	**$14,494,335**	**$11,749,202**	**$5,062,500**	**$3,983,125**	**—**	**$48,980,136**

Funding Sources

	Prior Years	Fiscal Year 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Fiscal Year 2028-2029	Total
General Fund	$13,690,974	$14,494,335	$11,749,202	$5,062,500	$3,983,125	—	$48,980,136
Total	**$13,690,974**	**$14,494,335**	**$11,749,202**	**$5,062,500**	**$3,983,125**	**—**	**$48,980,136**

Project Analysis

Analysis Done	Analysis Results
Operating Budget Impact Analyzed	A growth request was submitted and approved to cover funding of this project.

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

Department: Department of Technology

First Year in CIP: 2024

Estimated Completion Date: 2025

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, for Outpatient Services, was implemented in 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 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Fiscal Year 2028-2029	Total
Vendor Costs	$3,069,874	—	—	—	—	—	$3,069,874
Software & Licenses	$2,206,505	$1,893,037	$1,894,756	$1,896,526	$1,582,371	$1,582,371	$11,055,566
Other (Project Costs)	$500,000	—	—	—	—	—	$500,000
Total	**$5,776,379**	**$1,893,037**	**$1,894,756**	**$1,896,526**	**$1,582,371**	**$1,582,371**	**$14,625,440**

Funding Sources

	Prior Years	Fiscal Year 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Fiscal Year 2028-2029	Total
State Fund	$5,776,379	$1,893,037	$1,894,756	$1,896,526	$1,582,371	$1,582,371	$14,625,440
Total	**$5,776,379**	**$1,893,037**	**$1,894,756**	**$1,896,526**	**$1,582,371**	**$1,582,371**	**$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. 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 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Fiscal Year 2028-2029	Total
County's Staff Time	$770,999	$600,000	$600,000	$600,000	—	—	$2,570,999
Vendor Costs	$829,001	$1,000,000	$1,000,000	$1,000,000	—	—	$3,829,001
OS/SQL Licenses	—	—	$250,000	$250,000	—	—	$500,000
Hardware	—	—	$300,000	$300,000	—	—	$600,000
Software & Licenses	—	—	$1,000,000	$1,000,000	—	—	$2,000,000
Other (Project Costs)	—	—	$250,000	$250,000	—	—	$500,000
Total	**$1,600,000**	**$1,600,000**	**$3,400,000**	**$3,400,000**	**—**	**—**	**$10,000,000**

Funding Sources

	Prior Years	Fiscal Year 2024-2025	Fiscal Year 2025-2026	Fiscal Year 2026-2027	Fiscal Year 2027-2028	Fiscal Year 2028-2029	Total
ARPA	$1,600,000	$1,600,000	$3,400,000	$3,400,000	—	—	$10,000,000
Total	**$1,600,000**	**$1,600,000**	**$3,400,000**	**$3,400,000**	**—**	**—**	**$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.