



## Juvenile Technology Continuing Improvements

In the January edition of *IT News*, we showcased some report changes that we made for the Juvenile Probation Department (JPD). Continuing with those successes, Terry Griffin worked with Dennis Donelson and Nancy Vargas to develop new software and reports which allows JPD to speed up the process of filing, storing, retrieving, and disposing of juvenile case records .

Theresa Scheets, Jesse Garces, Becky Martinez-Torres, Anthony Cooney, and Kim Valco from JPD worked with Terry to create a new Case Management report that delivers up-to-date data on juvenile cases. The response from line Probation Officers and management has been overwhelmingly positive.

One senior manager observed, “We all send and receive so many reports, it’s really unusual when you create a new one and several people say ‘Wow, this is great. Can I have it more frequently?’”

Regina Pickard worked closely with JPD staff to redesign the department intranet. The new site is a ‘one-stop’ portal where JPD



staff receive departmental communications, find key forms, documents, and manuals, and see upcoming training opportunities.

Over the course of several months, Carmella Guerrero worked with key staff to document JPD’s business processes. Starting with an initial list of 25 processes, she eventually identified and mapped over 80 total business processes spanning the whole department. The process maps will be used as part of the upcoming CIJS project and will help JPD upgrade their workflows as they upgrade their technology.

## Enterprise Data Center Power Upgrade

A major electrical system upgrade for the Enterprise Data Center (EDC) is currently in progress and will provide much needed expansion capability for the increased computing needs of the County.

In addition, the upgrade will bring the electrical components at the EDC within National code requirements. Many of the existing

components have been in place since the building was erected in 1991 and have exceeded their life expectancy and will be replaced.

The work which is being performed by CRI Electric, Inc. of San Antonio, will upgrade

*(Continued on page 2)*

## Enterprise Data Center Power Upgrade (con't)

the uninterruptable power supply (UPS) system from its current capacity of 225 kVA to the maximum of 300 kVA with the new conductors rated at 1,000 amps which will allow for full utilization of the UPS unit.

Upgrade activities started in February and are expected to continue through the month of April.

Once the upgrade is completed the electrical needs of the EDC should be in place to meet the future demands for electrical power. Computer Operations Shift Supervisor Phillip Rico is the project leader on this very important and critical task.

## Free Stuff: Toner Cartridges



In February, we put the call out to let everyone know about our collection service for unused printer toner. People have responded and we now have toner inventory! We have over collected over 20 toner cartridges which support the eight printer models shown below. They are FREE to offices and departments which use them.

The printers for which we have toner include the following:

Lexmark 1250, 1255, 1850

HP LaserJet 5 and 6

HP LaserJet 4000 and 4050

HP LaserJet 4200

If you want FREE toner cartridges, just contact the Helpdesk @ 335-0222 or email [helpdesk@bexar.org](mailto:helpdesk@bexar.org) and we will check our inventory and if we have it, it's yours! We can have one of our staff deliver it to your office.

Finally, big Bexar County "THANK YOU!" to the offices and departments who have shared their unused toner cartridges - it's a great feeling to know that we're saving money and saving the environment.

# Direct Client Services Web Application

The screenshot shows the web application interface for Bexar County Department of Community Resources. At the top, there is a logo and the text "BEXAR COUNTY DEPARTMENT OF COMMUNITY RESOURCES". Below this, there are navigation links for "Home", "Help", and "Log Out". A message indicates the user is logged in as "TEST". The main section is titled "Enter any of the following data to find an existing case/program." and contains two tabs: "Find Case" and "Find Program". Under the "Find Case" tab, there are four sub-tabs: "Find Case By Case", "Find Case By Utility Bill", "Find Case By Program", and "Find Case By Agency CaseID". The "Find Case By Case" sub-tab is active, showing a "Search By Case Information" form with fields for Long Case Number, Short Case Number, Case ID, First Name, Last Name, Street Name, City, and Zip Code. A "Search" button is located at the bottom of the form.

In February 2010, BCIT completed development on the **Direct Client Services Web Application (DCS Web App)** to assist the Department of Community Resources, Direct Client Services (DCS) division. DCS provides assistance to qualified Bexar County citizens in need of services funded by federal, state, and local government. These services include financial assistance for utility bills, medical needs, emergency shelter, and food & prescription assistance.

Customers requesting services must provide information to see if they qualify. DCS verifies this information with various agencies such as City Public Service, Social Security Administration, Texas Department of Housing Services, San Antonio Housing Authority, and Bexar Appraisal District. When a customer qualifies for assistance they are placed into assistance programs supported by DCS.

The **DCS Web App** was designed to assist DCS users when dispatched to work outside of the office such as an elderly customer's home or CPS Energy. **DCS Web App** keeps track of customer information; assistance programs the customers are in; customer payments and pledges per program; and if the customer has

been previously denied service.

In February 2012 BCIT modified the **DCS Web App** to interface with File360 to store electronic copies of customer documents and link them back to their case. This has eliminated the need to keep paper copies of personal information such as identification cards, status forms, income forms, utility bills, assessments, pictures, formula calculations, and correspondence with contractors.

DCS also receives applications from various participating charitable organizations. These agencies use the **Direct Client Services Agency Web Application (DCS Agency App)** to submit customer applications via the internet. DCS caseworkers review the applications and if approved continue to process the customer through the **DCS Web App**. This process eliminates the need for manual data entry into the system.

This new integrated system allowed DCS staff to provide \$12,173,016 in assistance payments for our community, an all-time high for Direct Client Services.

# Lawson Requisitions Now More Transparent

Check it out! There is something new and exciting in Lawson Requisition Center (RQC) which will make business more efficient and more enjoyable for Financial system users who order supplies or services for their department or office. The Requisition Approval Process Flow has been changed and enhanced! Requestors and Requisition Approvers alike will welcome this new functionality as it brings the approval process out into the light.

Available for requisitions created since April 11, 2012, this new feature (historical audit trail) allows you to know exactly where in the approval process your requisition is at any given time. And not only can you see where it is, but you are also able to see where it has been,

who has approved it and when approval was given. And this new feature is available to all Bexar County departments and offices in the RQC right now.

To view the audit trail, click on “Status” within the Requisition Center bookmark in the Portal and pick the RQ number in the Requisition column. Select the link titled “Requisition Header Display Only Comments”. Then, if you choose, you can view the status in even more detail. (see the picture below)

Lawson users are encouraged to explore this new feature and if you have any questions, comments or issues, call or e-mail Bryan Lyssy at 335-0792 or blyssy@bexar.org.

