DATABASE TECHNICAL REQUIREMENTS AND PRICING INFORMATION

Welcome Baby and Select Home Visitation Programs Database

The items in the list of database technical requirements below was developed through several meetings between First 5 LA Research and Evaluation, Information Technology, and Program Development staff and key home visitation stakeholders and grantees. This list represents the most important components of the Welcome Baby and Select Home Visitation Programs case management system (data system) identified by this group of professionals.

Data collection

- The data system should have a daily data feed\(^1\) from the hospitals’ database that populates the data system with client information (e.g., mother’s and child’s names, dates of birth, ethnicities, address, and primary language of the mother) and creates a risk score\(^2\) based on these characteristics for each client.
- The data system must have all functions available via a web browser interface; specify if the interface requires Active-X, Citrix or any other software installed for full functionality.
- The data entry screens should provide alerts (message or otherwise) that indicate when the user has entered data into a field that does not meet the validation requirements of that data field.
- The data system should help to reduce data entry by allowing for copying address, demographic, and other family information from one family member to another, rather than requiring hand entering of the information additional times.
- The data system should have an auto-save function that saves information on the data entry screen prior to logging out the user.
- The data system must allow for bulk entry via a spreadsheet and/or via custom web services.
- The data system must allow for integration with other systems via web services
- The data system must have the ability to enter data via tablet technology (e.g., iPad).
- The data system should allow users (with the appropriate access rights) to customize/configure components of the data system (e.g., adding data entry validation, adding new data entry fields, creating new reports).
- The data system must have the ability to identify when a client / individual is already present in the data system, to prevent duplicates

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1 This daily data feed should be virtually invisible to the hospital staff. This process should query the hospital database and send information on those clients that meet certain criteria to the First 5 LA data system.
2 The risk score will be generated by adding the points assigned to certain mother, child, and family characteristics.
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- The data system should support a hospital referring an individual to a CBO, and the CBO should have the ability to log in and receive the background information and consent forms on that individual. The data system should also support the CBO referring to the hospital for clients who enroll prenatally.
- The data system must support the ability to set calendar and task deadlines with reminders, and send email.
- The data system must be able to link a client who enrolls at the hospital to the same prenatal outreach client who did not enroll in the program prenatally.
- The data system should have the ability to confirm appointments with referred providers via email and SMS (aka notifications via text).
- The data system must have a referral mechanism that allows users to send referrals electronically both to users at other CBOs that have a login to the system and those users who will not use the same data system. The referral mechanism should be configurable so First 5 LA can specify what information is shared via the electronic referral, including but not limited to the entire case file and recommended interventions. The data system should record whether the referral was made, whether the service the client was referred to was completed, and any other outcome of the referral/service. It would be nice for this referral process to be a “2-way street” so that when the referred to agency updates information that originating case manager who made the referral can see it in the data system.
- The data system should allow for a case manager’s view of all their clients. The data system should also have a case manager supervisor’s view and reporting functions that allow the supervisor to monitor their case managers’ work with clients.
- The data system should have all functionality necessary for tracking services so that the case managers and supervisors can electronically submit Targeted Case Management (TCM) and Medi-cal Assistance Administration (MAA) billing.
- The data system should contain a document management process that allows the case manager and supervisor to get a signature on consent and other forms (on a tablet or iPad) that is saved in the system and can be easily attached to any referral or other communication between a user on the system and someone else they want to share information with.
- The data system will need to connect to an automated referral decision tree system\(^3\) that provides information about the number of available slots for all the CBOs to which the families could get referred. The data system will pull information from the referral decision tree system to generate a list of the recommended referrals for clients based on the clients’ characteristics (e.g., teen mom, substance abuse issues, 

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\(^3\) First 5 LA will work with the Los Angeles County Home Visitation Consortium to develop the technical requirements and specifications for a home visitation referral decision tree system, and will then release an RFP for the system.
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Welcome Baby and Select Home Visitation Programs Database etc.) and based on the relative availability of the services that are proximal to the client.

Reporting and exporting

- Permissions for grantees must support the generation of real-time reports that contain grantee-specific data showing individual-level information like case notes and all the client details, and reports that monitor their program progress on short and long-term outcomes.
- First 5 LA permissions must support the generation of reports for individual grantees as well as across all grantees for monitoring their performance, outputs and outcomes, that do not include clients’ identifiable information.
- Both First 5 LA and grantee-levels must have the ability to export data to a standard format such as MS Word, Excel, and Access.
- The data system must support the creation of grantee-specific administrators that have the ability to set up and manage (add, edit and delete) users within their own organizations, and set up the appropriate permissions for those users.
- As the home visitation programs will need to submit annual reports to their national offices, the data system should automate that reporting process so that the programs don’t have to create a separate reporting process that would be duplicative of their entry into First 5 LA’s data system.
- The data system must have standard reports that include but are not limited to client-level status updates, demographic information and the client’s entire case file.
- The data system must have a report customization engine that allows users to create customized reports that can pull information from any relevant tables of the data system and display them in table or chart formats. It would be ideal to setup automated client reports via secured email, efax, or another secure method for partner providers and/or community clinics who refer to home visitation programs.
- The data system should allow for scope of work reporting for grantees that link to the services that the grantees provide including the ability for First 5 LA to edit calculations and add scope of work measures/calculations.
- The data system must support the ability to forecast home visits based on due dates or delivery dates at an individual and organizational level through reporting and email reminders.
- The data system must include continuous quality improvement reports to identify possible data entry errors.

Security

- The data system must be HIPAA compliant, which includes preventing grantees from seeing each other’s clients unless those clients are being served by the same
Welcome Baby and Select Home Visitation Programs Database

- The data system must provide for granularity of access control including record-specific read only, read/write, delete.
- First 5 LA would like to have a password reset process that allows individuals to change or reset their own password independently rather than depend on First 5 LA or the data system contractor; also grantee administrators should be able to reset any password for staff within their organizations.

Data Recovery Process

- The contractor must have a documented data recovery process that includes how often data is backed up, how data can be recovered, how long it would take to recover it, and how often the recovery is tested.

Other

- The data system developed by the contractor should allow for connecting to an external database being developed by LA County that will serve as a link between LA County Department databases. The goal of this database linking is for client-level information to be eventually be shared between the First 5 LA data system and these County databases to more comprehensively serve clients who receive services from multiple LA County Departments. (e.g., linking the data in the First 5 LA system with Federal Corrections Institutions to identify when clients or people in the family home have criminal records)
- First 5 LA would like the ability to upload data system enhancements once or twice a year.
- The data system needs to include a calendar and scheduling functionality that can be accessed, edited and reviewed by case managers and their supervisors and that can connect to mobile devices and MS Outlook. This calendar should be connected to the necessary time study data collection for MAA and TCM billing to reduce the data collection burden on staff.
- First 5 LA would like for the data system to have a GIS mapping function to help home visitors plan and manage home visits.
- The data system should include a method for authorized users to deploy validation to data entry screens and to be able to add fields to data entry screens.
- The data system should have a customizable dashboard (can be the first screen the users see when they login) that displays one or more of the following:
  - A list of clients and their respective status on particular items,
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- Charts and/or tables of performance indicators such as number of clients who received referrals, number of clients who received breastfeeding assistance, etc.

Price Estimate Information

The below information is included to assist contractors in developing an accurate budget for the work proposed in this RFQ.

<table>
<thead>
<tr>
<th></th>
<th>Year 1 (1/15/2013-1/14/2014)</th>
<th>Year 2 (1/15/2014-1/14/2015)</th>
<th>Year 3 (1/15/2015-1/14/2016)</th>
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<tbody>
<tr>
<td>Annual Budget for Welcome Baby and Select Home Visitation Programs</td>
<td>12.5 Million</td>
<td>23.5 Million</td>
<td>32 Million</td>
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<tr>
<td>Number of hospitals (staff)</td>
<td>9 (18)</td>
<td>13 (26)</td>
<td>17 (34)</td>
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<tr>
<td>Number of Welcome Baby CBOs (staff)</td>
<td>14 (93)</td>
<td>20 (133)</td>
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<tr>
<td>Number of Home Visitation CBOs (staff)</td>
<td>14 (84)</td>
<td>20 (120)</td>
<td>26 (156)</td>
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<tr>
<td>First 5 LA users</td>
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<td>TOTAL USERS</td>
<td>204</td>
<td>279</td>
<td>363</td>
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<tr>
<td>TOTAL INDEPENDENT PROGRAMS</td>
<td>37</td>
<td>53</td>
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Number of pages of forms. We estimate that we will need approximately 70 pages of data entry forms developed; this includes the Welcome Baby and Select Home Visitation models data collection.

Description of data migration. Approximately 3000 mother records and 3000 baby records with demographic and address info. For each family there are 9 engagement points where staff collected information that is either yes/no, scores, or free text entry. Some
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clients received a few additional engagements. First 5 LA will export all these data from the current DCAR system into MS Excel spreadsheets, so the database contractor will need to map those data to the fields in the developed database, import the data, and conduct error checking to make sure the data imported correctly.

**Hospital Data Feeds to the First 5 LA data system.** First 5 LA will develop a data sharing protocol that will be reviewed and approved by each hospital as a term of their contracting with First 5 LA on the Welcome Baby and Select Home Visitation Project. First 5 LA Information Technology staff will take the lead in working with the hospitals to implement the plan for the data sharing between First 5 LA, the hospitals, and the CBOs, and will involve the data system contractor after the data sharing protocol is accepted by the hospital and the implementation plan is established. First 5 LA will work with the data system contractor to define an acceptable implementation plan template so the First 5 LA Information Technology staff can do the “leg-work” in getting the necessary parties to agree on a plan, and the data system contractor can primarily focus on helping to finalize the implementation plan and writing the script to pull the data from the hospital system and uploading it to the First 5 LA data system.

Number and type of interfaces/external systems to connect with:

- All 4 home visitation models have to report to a state or federal entity
- TCM billing
- MAA billing