ALAMEDACOUNTY

Application Solutions with Salesforce

ITD
+
salesforce

Alameda County ITD
Application Solutions with Salesforce

The Alameda County Information Technology Department (ITD) in partnership with the Board of Supervisors, County Administrator, and Alameda County's 21 County agencies and departments, continually creates and updates applications for the benefit of its constituents and to make County processes more efficient and easier to use.

With a large portfolio of projects, speed-of-delivery is important, and towards this end, ITD often uses low-code technologies such as Salesforce when building and enhancing applications.

Here are some examples of the applications ITD built using Salesforce.

For Alameda County Customers

ACFAST for the Unhoused

To effectively track and assist unhoused constituents in finding shelter, ACFAST ("AC" for *Alameda County*) is a streamlined solution that enables community-based organizations, agencies, and departments to efficiently allocate shelter beds for at-risk populations.

4,420
page visits in 2023

By leveraging an online platform integrated with Salesforce, ACFAST eliminates manual processes and expedites the tracking and decision-making process. This new solution ensures prompt assistance and improved outcomes for unhoused constituents seeking shelter.

In-Home Support Services

Alameda County's suite of apps for in-home support service administration enhance the effectiveness and efficiency in meeting County constituent in-home support needs. This solution streamlines the entire process, including Intake and Reassessment, Fraud and Overpayment, Performance Evaluation Tracking, Policy Interpretation / Clarification, Quality & Effectiveness, Disaster Preparedness, and Public Authority Training.

Leveraging Salesforce, ITD optimized scheduling, resource allocation, and communication between service providers and recipients. This results in improved service delivery, reduced administrative burden, and ultimately, better outcomes for constituents needing in-home support services.

756
cases supported in 2023

Process Improvement – Public-Facing

Boards, Commissions, Constituency and Seats

The Boards and Commissions application is used by County staff to administer citizen membership to seated positions on County boards, committees, and commissions.

The intuitive application interface enables users to administer all aspects of the board appointment process, including adding and modifying boards, vacating existing members from seats, creating new members, and assigning members to open seats.

112

active boards with over 900 seats

The system generates over 150 reports and documents, including the end-of-year 200-page Maddy Report, one of the many reports which fulfill legislative requirements, while other reports are used to help improve staff productivity and efficiency.

220

applications submitted digitally in 2023

308

seats appointed in 2023

Process Improvement – Public-Facing

Board & Commission Meetings – Post Meeting Reviews

The Post Meeting Review application provides a streamlined platform for submitting and managing reviews, ensuring efficient feedback collection.

This app improves transparency and accountability, enabling communities to assess the effectiveness of the various meeting technologies in facilitating public engagement.

By leveraging this solution, communities can easily make informed decisions to enhance the technology utilized in future meetings.

264
reviews submitted in 2023

Process Improvement – County Internal

COVID-19 Intake and Hotel Referral, Isolation & Quarantine & Medically Supported Shelters, & Project Roomkey

This suite of apps was an efficient solution to simplify the intake and referral process to find unhoused residents no-cost, temporary housing to help keep them safe during the pandemic.

Built on Salesforce, these apps provided agile, seamless coordination between healthcare providers and hotels, facilitating safe and timely accommodations for those in need.

220
referrals processed
in 2023

Database Access for
Social Health Information Exchange and Homeless Management Information System

Supporting Alameda County's 10x goal of Healthcare for All, this Whole Person Care application, built on Salesforce, integrates the Social Health Information Exchange and Homeless Management Information Systems.

The new solution provides a patient's complete health history for healthcare providers such as EMTs, social service agencies, and homelessness assistance programs, resulting in safer, superior care.

System users can now efficiently, easily access and update a client's complete health history, ensuring holistic, coordinated care for individuals in need.

40,236
submissions
for service
in 2023

Process Improvement – County Internal

Alameda County Health Human Resources

Replacing the manual Requisition Log processing workflow, this new app integrates Salesforce and Docusign to eliminate all the previous manual processes involving email, access databases, and report generation.

The new app receives e-signed requisitions, automatically inputs the requisition information into Salesforce, and provides automated reports (30 of them!), eliminating all manual process touch points and saving 20-26 staff hours per month.

102
personnel requisition logs created
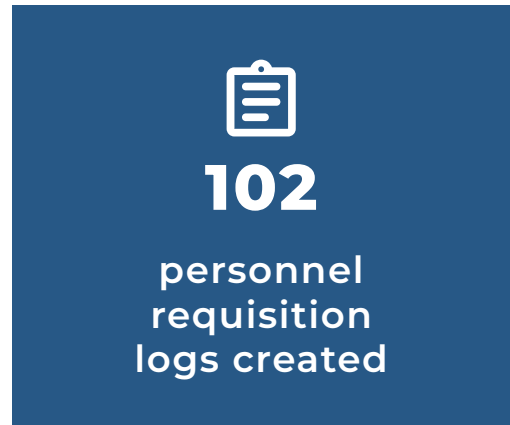
HS2 Homefinder

This purpose-built app is dedicated to facilitating the process of finding suitable housing for unhoused individuals.

With a focus on compassion and efficiency, this solution streamlines both the search for appropriate housing and the placement of unhoused constituents in that housing.

By leveraging Salesforce and a comprehensive database, the app connects service providers with available housing options that meet the client's needs, ensuring a faster and more effective matching process.

388 units filled in 2023

Process Improvement – County Internal

ITD Contracts

Alameda County procurement policy requires that all agencies and departments obtain approval prior to entering into a contracting agreement.

Other requirements include giving preference to Small, Local and Emerging Businesses, when appropriate, and adhering to fair competition guidelines.

To make ITD's procurement process easier and faster, ITD built an internal, online application, integrating Salesforce for workflow routing, eliminating the existing paper processes, and shortening turnaround times by over 25% for contracting approvals.

241
contracts
processed
in 2023

ITD Store
Hardware Inventory Management

ITD maintains an ITD Store that stocks inventory of frequently requested, IT-related hardware so that it can be deployed quickly to fulfill urgent requests. To manage the store, ITD built a Salesforce app for both Hardware Inventory Management and Asset Tracking.

With ITD Store and its companion app, ITD techs can monitor inventory levels at a glance, protect customers against supply-chain delays, and track deployments against assets.

1,769
inventory items
deployed
in 2023

Process Improvement – County Internal

Our Personnel, Administration & Legislation Committee (PAL) -
Legislative Position Request Statement Request Form

Our Personnel, Administration, and Legislation Committee app streamlines and automates the process of legislative request input by county agencies, as well as the preparation for board submission.

Previously, departments would submit pre-filled forms to the County Administrator's Office, which was followed by an entirely manual process, including document change management, where changes were problematic and difficult to track.

67

PAL requests processed in 2023

This user-friendly app simplifies the process and provides efficiency enhancements by allowing staff to easily make changes to necessary fields, and then generate the required documents automatically upon completion.

ProSys Proposal Management

County agencies and departments rely on ITD for a wide range of IT services, everything from network and server management to custom application development. Requests not related to existing infrastructure or applications require a proposal delineating the work to be done as well as new and ongoing costs that the requestors then need to approve.

86

proposals processed in Q4 2023

The ProSys Proposal Management system, launched 9/21/2023, eliminated all of the manual steps in this process, and more importantly, it stored all the information in a searchable database with a user-friendly Salesforce web front end that simplified proposal tracking and approvals, report generation (billing, costs by agency, etc.,) and billing audits.

The cost and billing transparency that ProSys provides has gone a long way towards better expense management and control across entities.

About us

Alameda County was formed in 1853 by carving out parts of two existing counties, Contra Costa and Santa Clara, which had both been established just three years earlier in 1850. It was given the local name for the region, Alameda, which translates loosely as "a grove of poplars."

The County enjoys a varied geography ranging from urban marinas to rolling open spaces, hillside lakes and streams. Alameda is the seventh most populous county in California and includes 14 incorporated cities, several unincorporated communities, and a population of well over 1.6 million residents. Alameda County is characterized by rich culture and is one of the most ethnically diverse regions in the San Francisco Bay Area and the nation. Oakland, the largest city in Alameda County, is the seat of the county government.

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