

# Software Usage & Cost

## Software Usage and Cost

Please assist NYSOFA by completing the following survey, which was referenced in 13-PI-21. NYSOFA is exploring the feasibility of centralizing client data and several reporting systems to improve data quality, reduce duplication and administrative burden and enable interface with other systems as appropriate.

NYSOFA also needs to conduct an RFP to contract for the centralized NY Connects Provider Resource Directory application as the current contract expires February 28, 2014. NYSOFA is committed to a seamless transition from the existing contract to a new contract in 2014. As the Agency prepares this RFP, the feasibility of adding modules or functionality to encompass other reporting and data management needs is being explored. NYSOFA is hopeful that creating a single, centralized reporting and database system for all Area Agencies on Aging and other service providers to utilize will reduce duplication, save staff time and money, streamline and improve quality of client data, and help to better serve individuals and families.

**To help us plan for this RFP, we need the opinions and advice of the AAAs and other local partners in order to determine its feasibility. As such, we ask that each of you complete this survey by 9/18/13.**

If you have questions regarding this survey, please contact Bob Miller at bob.miller@ofa.state.ny.us or (518) 473-1947 or Jack Lynch at jack.lynch@ofa.state.ny or (518) 473-4808.

# Thank you in advance for completing this survey!

### 1. Contact Information:

Area Agency/LTCOP Sponsor Name:

Name of Person Completing Survey:

Telephone:

Email Address:

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**In this survey, the term "AAA" may be used generically to mean AAA, Local LTCOP provider or any other entity that receives funds directly from NYSOFA and is required to report information directly to NYSOFA. A "provider" is an entity that provides services with funding received from the AAA (as defined in this paragraph).**

**If you don't use a product referenced in the question, simply leave the checkbox unchecked. If a question requires a mandatory response to proceed with the survey and it does not apply to your organization, please enter zero ("0") where numerical or dollar amount answers apply or "N/A" where text answers apply.**

### 2. Client Software Used

	Provider
PeerPlace	<input type="radio"/>
SAMS (Harmony)	<input type="radio"/>
Locally Developed	<input type="radio"/>
Other	<input type="radio"/>

Please describe Locally Developed or Other.

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## 3. NY Connects/Information and Referral Software Used

Software Used

- |                   |                       |
|-------------------|-----------------------|
| PeerPlace         | <input type="radio"/> |
| SAMS (Harmony)    | <input type="radio"/> |
| Locally Developed | <input type="radio"/> |
| Other             | <input type="radio"/> |

Please describe Locally Developed or Other.

## 4. HIICAP Data Entry Software Used

Software Used

- |                |                       |
|----------------|-----------------------|
| PeerPlace      | <input type="radio"/> |
| SAMS (Harmony) | <input type="radio"/> |
| Shiptalk       | <input type="radio"/> |
| Other          | <input type="radio"/> |

Please describe Locally Developed or Other.

## 5. All Software Applications

Select programs for which you have purchased a Module for.

- |  |                       |
|--|-----------------------|
| Client Data                                | <input type="radio"/> |
| Distributing Units by Program              | <input type="radio"/> |
| Preparing CAARS Reports                    | <input type="radio"/> |
| NY Connects/Information & Referral (I & R) | <input type="radio"/> |
| Input/Upload HIICAP Data                   | <input type="radio"/> |
| Ombudsman                                  | <input type="radio"/> |
| Emergency/Disaster Preparedness            | <input type="radio"/> |
| Other                                      | <input type="radio"/> |

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## 6. Total Number of licenses held.

Client Data - AAA Staff:	<input type="text"/>
Client Data - Provider Staff:	<input type="text"/>
NY Connects/I&R - AAA Staff:	<input type="text"/>
NY Connects/I&R - Provider Staff:	<input type="text"/>
HIICAP - AAA Staff:	<input type="text"/>
HIICAP - Provider Staff:	<input type="text"/>
Ombudsman - AAA Staff:	<input type="text"/>
Ombudsman - Provider Staff:	<input type="text"/>
Distributing Units by Program - AAA Staff:	<input type="text"/>
Distributing units by Program - Provider Staff:	<input type="text"/>
Preparing CAARS Reports - AAA Staff:	<input type="text"/>
Preparing CAARS Reports - Provider Staff:	<input type="text"/>
Emergency/Disaster Preparedness - AAA Staff:	<input type="text"/>
Emergency/Disaster Preparedness - Provider Staff:	<input type="text"/>
Total: ( Include all modules)	<input type="text"/>

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**7. If a statewide product were to be developed with unlimited licences for appropriate AAA and LTCOP sponsor staff, please estimate how many licences, in addition to those reported above, you would use.**

Client Data - AAA Staff:	<input type="text"/>
Client Data - Provider Staff:	<input type="text"/>
NY Connects/I&R - AAA Staff:	<input type="text"/>
NY Connects/I&R - Provider Staff:	<input type="text"/>
HIICAP - AAA Staff:	<input type="text"/>
HIICAP - Provider Staff:	<input type="text"/>
Ombudsman - AAA Staff:	<input type="text"/>
Ombudsman - Provider Staff:	<input type="text"/>
Distributing Units by Program - AAA Staff:	<input type="text"/>
Distributing units by Program - Provider Staff:	<input type="text"/>
Preparing CAARS Reports - AAA Staff:	<input type="text"/>
Preparing CAARS Reports - Provider Staff:	<input type="text"/>
Emergency/Disaster Preparedness - AAA Staff:	<input type="text"/>
Emergency/Disaster Preparedness - Provider Staff:	<input type="text"/>
Total Licences:	<input type="text"/>

**For questions about costs, i.e., questions 9 through 13, general or "ballpark" amounts are acceptable as long as they represent a close to true picture. NYSOFA will not be using these costs for anything more than assessing the financial feasibility of this project. Your AAA is not going to be held accountable for these amounts in any budget, report and/or claim to be approved by NYSOFA.**

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## 8. Annual Software Costs *(Include all costs paid to your vendor for license & Subscription fees)*

AAA Costs - Client Data:	<input type="text"/>
Provider Costs - Client Data:	<input type="text"/>
AAA Costs - NY Connects/I&R:	<input type="text"/>
Provider Costs - NY Connects/I&R:	<input type="text"/>
AAA Costs - HIICAP:	<input type="text"/>
Provider Costs - HIICAP:	<input type="text"/>
AAA Costs - Ombudsman:	<input type="text"/>
Provider Costs - Ombudsman:	<input type="text"/>
AAA Costs - Distributing Units by Program:	<input type="text"/>
Provider Costs - Distributing units by Program:	<input type="text"/>
AAA Costs - Preparing CAARS Reports:	<input type="text"/>
Provider Costs - Preparing CAARS Reports:	<input type="text"/>
AAA Costs - Emergency/Disaster Preparedness:	<input type="text"/>
Provider Costs - Emergency/Disaster Preparedness:	<input type="text"/>
Total Cost All Modules:	<input type="text"/>

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## **9. Software Support: (Include total amount paid annually for technical support, i.e., patches and other)**

AAA Costs - Client Data:	<input type="text"/>
Provider Costs - Client Data:	<input type="text"/>
AAA Costs - NY Connects/I&R:	<input type="text"/>
Provider Costs - NY Connects/I&R:	<input type="text"/>
AAA Costs - HIICAP:	<input type="text"/>
Provider Costs - HIICAP:	<input type="text"/>
AAA Costs - Ombudsman:	<input type="text"/>
Provider Costs - Ombudsman:	<input type="text"/>
AAA Costs - Distributing Units by Program:	<input type="text"/>
Provider Costs - Distributing units by Program:	<input type="text"/>
AAA Costs - Preparing CAARS Reports:	<input type="text"/>
Provider Costs - Preparing CAARS Reports:	<input type="text"/>
AAA Costs - Emergency/Disaster Preparedness:	<input type="text"/>
Provider Costs - Emergency/Disaster Preparedness:	<input type="text"/>
Total Paid for Software Support:	<input type="text"/>

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## 10. Annual Training Costs:

AAA Costs - Client Data:	<input type="text"/>
Provider Costs - Client Data:	<input type="text"/>
AAA Costs - NY Connects/I&R:	<input type="text"/>
Provider Costs - NY Connects/I&R:	<input type="text"/>
AAA Costs - HIICAP:	<input type="text"/>
Provider Costs - HIICAP:	<input type="text"/>
AAA Costs - Ombudsman:	<input type="text"/>
Provider Costs - Ombudsman:	<input type="text"/>
AAA Costs - Distributing Units by Program:	<input type="text"/>
Provider Costs - Distributing units by Program:	<input type="text"/>
AAA Costs - Preparing CAARS Reports:	<input type="text"/>
Provider Costs - Preparing CAARS Reports:	<input type="text"/>
AAA Costs - Emergency/Disaster Preparedness:	<input type="text"/>
Provider Costs - Emergency/Disaster Preparedness:	<input type="text"/>
Total Annual Training Costs:	<input type="text"/>

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## 11. Estimated Cost for County IT Support: (Rough estimates are acceptable. Break down between modules as best you can without spending too much time on it.)

AAA Costs - Client Data:	<input type="text"/>
Provider Costs - Client Data:	<input type="text"/>
AAA Costs - NY Connects/I&R:	<input type="text"/>
Provider Costs - NY Connects/I&R:	<input type="text"/>
AAA Costs - HIICAP:	<input type="text"/>
Provider Costs - HIICAP:	<input type="text"/>
AAA Costs - Ombudsman:	<input type="text"/>
Provider Costs - Ombudsman:	<input type="text"/>
AAA Costs - Distributing Units by Program:	<input type="text"/>
Provider Costs - Distributing units by Program:	<input type="text"/>
AAA Costs - Preparing CAARS Reports:	<input type="text"/>
Provider Costs - Preparing CAARS Reports:	<input type="text"/>
AAA Costs - Emergency/Disaster Preparedness:	<input type="text"/>
Provider Costs - Emergency/Disaster Preparedness:	<input type="text"/>
Total Costs:	<input type="text"/>

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## 12. Estimate the hours of staff time spent working with vendors annually?

AAA Staff Hours - Client Data:	<input type="text"/>
Provider Staff Hours - Client Data:	<input type="text"/>
AAA Staff hours - Units of Service:	<input type="text"/>
Provider Staff Hours - Units of Service:	<input type="text"/>
AAA Staff Hours - NY Connects/I&R:	<input type="text"/>
Provider Staff Hours - NY Connects/I&R:	<input type="text"/>
AAA Staff Hours - HIICAP:	<input type="text"/>
Provider Staff Hours - HIICAP:	<input type="text"/>
AAA Staff Hours - Ombudsman:	<input type="text"/>
Provider Staff Hours - Ombudsman:	<input type="text"/>
AAA Staff hours - Distributing Units by Program:	<input type="text"/>
Provider Staff Hours - Distributing units by Program:	<input type="text"/>
AAA Staff Hours - Preparing CAARS Reports:	<input type="text"/>
Provider Staff hours - Preparing CAARS Reports:	<input type="text"/>
AAA Staff Hours - Emergency/Disaster Preparedness:	<input type="text"/>
Provider Staff hours - Emergency/Disaster Preparedness:	<input type="text"/>
Total Hours Spent:	<input type="text"/>

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## 13. Estimate the hours of staff time spent preparing various periodic reports to NYSOFA on an annual basis?

AAA Staff Hours - Client

Data:

Provider Staff Hours - Client

Data:

AAA Staff hours - Units of

Service:

Provider Staff Hours - Units

of Service:

AAA Staff Hours - NY

Connects/I&R:

Provider Staff Hours - NY

Connects/I&R:

AAA Staff Hours - HIICAP:

Provider Staff Hours -

HIICAP:

AAA Staff Hours -

Ombudsman:

Provider Staff Hours -

Ombudsman:

AAA Staff hours -

Distributing Units by

Program:

Provider Staff Hours -

Distributing units by

Program:

AAA Staff Hours - Preparing

CAARS Reports:

Provider Staff hours -

Preparing CAARS Reports:

AAA Staff Hours -

Emergency/Disaster

Preparedness:

Provider Staff hours -

Emergency/Disaster

Preparedness:

Total Hours Spent:

## 14. Other information information you wish to provide related to costs:

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**15. Please rate your satisfaction with the software product you use. (Choose only one response per question.)**

	Level of Satisfaction
Overall Use	<input type="text"/>
Cost	<input type="text"/>
Support	<input type="text"/>
Design	<input type="text"/>

**16. Please describe all standard query reports offered by your current provider that you utilize, regardless of the frequency. However, please note which reports you utilize on a regular basis.**

**17. Would you like to develop other reports not currently offered by your software provider? Please describe and give contact name and number for follow-up discussion.**

**18. What type of support do you need from NYSOFA to assist you in achieving better reporting?**

**(Rank in order of importance with 1 being most important and 3 being least.)**

	Most Important	Moderately Important	Least Important
Convene regular user group meetings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conference calls with AAAs and Vendors to resolve issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Onsite training & technical assistance as requested	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**If some or all of these reporting systems can be consolidated into one comprehensive statewide central reporting system which of the following describe your AAA's position on converting to use of such a new comprehensive system?**

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### 19. Does the AAA have concerns about, or foresee impediments to, a system conversion?

- Yes (if yes, provide details in your answer to question 20)
- No

### 20. AAA has the following concerns about a system conversion (select all that apply):

- Existing contracts and license agreements between the AAA and the current vendor cannot be terminated by the AAA
- Costs to the AAA (dollars)
- Staff time to be trained to use the new system
- Staff time to convert current cases to the new system
- Costs to be incurred by AAA's contract providers
- Satisfaction with current systems and vendor (software and support)
- Unique functions available on one or more of the systems currently in use by the AAA that might not be included in a comprehensive Statewide system.
- AAA's loss of control over the features/functions of the systems
- Other (Describe below)

Other

**Thanks for completing this survey.**