

**CDS Family & Behavioral Health Services, Inc.**

**Information Technology Five-Year Plan**

**FY 23-24 through FY 27-28**

**REPORT: July 2024**

***Submitted to:***

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***Prepared by:***

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| June 2023  *Updated July 2024*  **Mission:**  ***“Empowering youth & building strong families for a brighter tomorrow”*** | | |
|  | Geographical Area:  Alachua, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Levy, Putnam, Suwannee, and Union Counties |  |
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This publication can be made available in multiple media formats upon request.

For a number of years CDS has worked diligently to fund and build a new shelter for Interface Central. This project is expected to be fully realized when the facility is occupied in September 2024. The new shelter has resulted in several proactive technology security solutions, whereas the old shelter only allowed us to try and maintain dated infrastructure. The new shelter will contain a 42 camera system with capabilities far more robust than utilized in the past. The new system includes High Definition 4K cameras, audio capabilities, AI recognition with highly accurate motion sensors and the ability to store images for approximately 9 months. The Systems Administrator through a centrally controlled server located at Bivens will do maintenance of this system in-house. It is anticipated that this new system and plan for maintaining it will result in the saving of thousands of dollars. In addition, what we learn about this surveillance system throughout the implementation process will provide guidance to improving the new systems planned at Interface East and Interface NW by the end of the calendar year. Another significant upgrade will be the implementation of a new bed check and logging system designed in-house by the Systems Administrator. The new system is more comprehensive, less prone to disruption and enhances accountability. Finally, all keyed doors will now use RFID badge-based electronic access, with the RFID badges being used for the bed-check system as well.

In our world today there are numerous ongoing threats to our technology devices by hackers and the nefarious use of bots and artificial intelligence. Password management via BitWarden is utilized for saving, updating and sharing passwords securely between team members and departments. It enables complex auto generated passwords to be used and changed as frequently as needed, and then redistributes new passwords to the relevant employee. It also securely manages credit cards. Administration and Fiscal currently use BitWarden. In an effort to further enhance security we have purchased twenty more licenses to be distributed to supervisors and counselors. The Data Systems team continues to explore the best use of the SharePoint software and has developed several uses for it within the department for reporting purposes. Additionally, we in the beginning stages of development of a organization-wide paperless office storage system. This pursuit will be an ongoing project eventually involving all the department heads and other key staff.

Although not anticipated in the previous Information Technology Plan, CDS determined that it was beneficial to terminate our cell phone plan with Verizon and enter into a relationship with T-Mobile. Verizon costs were increasing significantly while the associated services were declining. T-Mobile offered a less expensive alternative, enhanced service and a larger more reliable network. The change should be fully realized by 12/24.

Data Systems has further expanded the plan to transfer our Intranet Website to a restricted access SharePoint site. This will incorporate form fillable PDF documents as mentioned above.

**Information Technology Five-Year Plan: FY 23-24through FY 27-28**

| Category | Objectives | Responsibility | Implementation Schedule | Comments |
| --- | --- | --- | --- | --- |
| Hardware | 1. Evaluate need for replacement and upgrades of IT resources. | COO,, DSM, Systems Administrator | Annually: Apr. – Jun. |  |
| 1. Evaluate useful life of critical servers and replace as needed. | Systems Administrator | Feb. 2024. – Jan. 2025 | A new server has been purchased and the process has started to set up the associated virtual servers |
| 1. Replace outdated desktops, laptops, and other IT equipment. | DSM, Systems Administrator | Annually: Apr. – Jun. |  |
| 1. Replace Video Surveillance Equipment in the residential shelters. | COO,  Regional Directors  Systems Administrator | April 2023 –June 2025 | Getting the new Interface Central up and running has been the priority. Larger scale replacement is planned for IYPNW and IYPE is expected to be completed by June 2025 |
| 1. Conduct periodic maintenance on all equipment. | Systems Administrator | On-going |  |
| 1. Maintain inventory server system. | Systems Administrator | On-going |  |
| 1. Review and update hardware policies on an annual basis and as needed. | COO, DSM  Systems Administrator | Annually:  Oct. – Dec. and as needed |  |
| 1. Upgrade network hardware | COO, DSM Systems Administrator | Annually: Apr. – Jun. |  |
|  | 1. Complete installation of IY-C’s new buildings’ CCTV and Door Access Control systems | Systems Administrator | Complete by Dec 2024 | 42 Cameras and 16 Doors |
|  | 1. Finalize move to T-Mobile | DSM  Systems Administrator | Complete by Dec. 2024 |  |
|  | 1. Upgrade and replace bed check system and logging system | Systems Administrator | May 2024-Dec. 2024 |  |
| Software | 1. Budget for replacement, upgrades and subscriptions for software. | COO, CFO, DSM Systems Administrator | Annually: Jul. – Sep. |  |
| 1. Evaluate useful life of critical software on an annual basis, and replace as needed. | DSM, Systems Administrator | Annually: Apr. – Jun. |  |
| 1. Conduct periodic updates on all software. | Systems Administrator | On-going |  |
| 1. Schedule and implement all necessary training for personnel who access online systems | DSM | On-going |  |
| 1. Maintain an up-to-date software inventory system. | Systems Administrator | On-going |  |
| 1. Review and update software policies on an annual basis, or as needed. | COO, DSM  Systems Administrator | Annually: Oct. – Dec. and as needed |  |
| 1. Expand use of SharePoint across programs for improved team access to share documents and to enhance collaboration. | DSM, Systems Administrator | Ongoing | Preparations are still being refined prior to expanding to the program sites |
| 1. Implement paperless office and document storage system | DSM, Systems Administrator and Department Heads | On-going |  |
| 1. Create access methods for the new electronic access system controlling the doors\badge system at IYP-C’s new 3456 shelter |  |  |  |
| 1. Stay abreast of changes associated with external data systems and ensure that we effectively incorporate any updates into our data collection, entry and management processes. | DSM | Ongoing |  |
| Assistive Technologies | 1. Remain informed of changes in the requirements of Title III of the Americans with Disabilities Act. | COO, DSM, Systems Administrator | On-going and  Annually: Apr. – Jun. | In March 2024 CDS added a Speech to Text Dictation system to aid staff |
| Network Infrastructure | 1. Evaluate the efficacy of network infrastructure and communications providers. | DSM Systems Administrator | Annually: Jan. – Mar. |  |
| 1. Implement a new connectivity failover | Systems Administrator | Sept. 2024- Dec. 2024 |  |
| 1. Review and update network policies on an annual basis, or as needed. | COO, DSM Systems Administrator | Annually: Oct. – Dec. and as needed |  |
| Internet &  E-Mail | 1. Evaluate the adequacy ISP providers. | COO, DSM, Systems Administrator | Annually: Jan. – Mar. |  |
| 1. Review and update internet and e-mail policies on an annual basis, or as needed. | COO, DSM | Annually: Oct. – Dec. and as needed |  |
| Websites | 1. Maintain CDS domain registration. | Systems Administrator | Ongoing |  |
| 1. Maintain websites’ contents to be current. | COO, Outreach Specialist, DSM | On-going | Updated accessibilty tags for easier use for the blind and/or hearing impaired |
| 1. Communicate website changes with personnel. | EMT | On-going |  |
| 1. Review and update website policies on an annual basis, or as needed. | COO, DSM | Annually: Oct. – Dec. and as needed |  |
| 1. Limit access to CDS intranet to CDS staff and other approved users. | COO, DSM, Systems Administrator |  | Plan for implementation has been approved Target for completion June 2025 |
| Security | 1. Evaluate the adequacy of security measures. | DSM, EMT, Systems Administrator | Annually: Apr. – Jun. |  |
| 1. Review and update security policies on an annual basis, or as needed. | COO, DSM, Systems Administrator | Annually: Oct. – Dec. and as needed |  |
| 1. Schedule and implement all necessary security training. | DSM, Data Systems Staff, HR Specialist | On-going |  |
| Virus Protection | 1. Evaluate software version upgrade needs on an annual basis, and replace as needed. | DSM, Systems Administrator | Annually: Apr. – Jun. |  |
| 1. Conduct timely updates on virus definitions. | Systems Administrator | Weekly |  |
| 1. Review and update virus protection policies on an annual basis, or as needed. | COO, DSM Systems Administrator | Annually: Oct. – Dec. and as needed |  |
| Confidentiality | 1. Review and update confidentiality policies on an annual basis, or as needed. | COO, DSM, | Annually: Oct. – Dec. and as needed |  |
| Data Backups | 1. Conduct daily backups on critical systems | DSM  Systems Administrator | Daily |  |
| 1. Develop and maintain a backup schedule | Systems Administrator | On-going |  |
| 1. Review and update data backup policies on an annual basis, or as needed. | COO, DSM, Systems Administrator | Annually: Oct. – Dec. and as needed |  |
| Disaster Recovery | Refer to CDS Comprehensive Business Continuity Emergency Preparedness Plan, Phases 1-4 | COO  Systems Administrator | Annual Review | Most recent review was in April 2024 no changes were required |