

CCS TECHNOLOGY PLAN FOR CY 2019-2022

Community Care Solutions, Inc. under the direction of Executive Director Anice Butler, LCSW-BACS prepared the 2019 Plan. This document was presented and approved by the CCS Leadership on January 2, 2019, and the CCS Performance Improvement Committee on January 2, 2019. The CCS Client Rights Committee reviewed and approved January 2, 2019. The plan is reviewed at least annually and is updated as needed.

Note: Due to the COVID-19 Pandemic some of the goals and target dates have been revised.

HARDWARE				
Priority/Goal	Action Steps	Resources Needed	Timeframe	Person Responsible
<p>Service Delivery To maintain updated effective hardware to support the agency's service delivery</p>	<p>Assess and purchase of additional hardware to support new addition of substance abuse programs</p> <p>Seek ongoing feedback from clinical and support staff through staff meeting, focus groups and Staff Development committee to assess and review hardware needs</p>	<p>Agency Budget \$2000 annually</p>	<p>Monthly/Ongoing</p>	<p>Thea Narkiewicz, MA</p>

SOFTWARE				
Priority/Goal	Action Steps	Resources Needed	Timeframe	Person Responsible

Service Delivery To maintain current electronic health record system and implement any modifications to system.	Attend at least one training for EHR currently used	\$1000 annually	Initial/Ongoing	Anice Butler, LCSWBACS
To establish and monitor internal email for all employees	Communicate all changes and modifications to staff in a timely matter		Initial/Ongoing	Thea Narkiewicz, MA
To ensure all clients served and other stakeholders have easily accessible information regarding agency contact information, locations, services available, hours of operations, and performance and outcomes information	Review agency's website monthly to ensure all information is accurate and up to date. Gather feedback for planning and/or improvement from any client and other stakeholder activities such as surveys and committee meetings.		Initial/Ongoing	Thea Narkiewicz, MA

SECURTIY				
Priority/Goal	Action Steps	Resources Needed	Timeframe	Person Responsible

HIPPA Protection Maintain virus and firewall protection on all computers	Monthly review of virus and firewall protection on all computers	\$1000 annually/ Staff Time	Ongoing/Monthly	Office Manager/Anice Butler
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CONFIDENTIALITY				
Priority/Goal	Action Steps	Resources Needed	Timeframe	Person Responsible
HIPPA Protection To maintain password, protect all confidential information on computers.	Monthly review of all company computers and accessibility	Staff Time	Ongoing/Monthly	Office Manager/Anice Butler

ASSISTIVE TECHNOLOGY				
Priority/Goal	Action Steps	Resources Needed	Timeframe	Person Responsible
Inclusion To maintain assistive technology to accommodate clients and employees	Review of current assistive technology	Staff Time	Ongoing/Monthly	Office Manager/Anice Butler

BACKUP POLICES

Priority/Goal	Action Steps	Resources Needed	Timeframe	Person Responsible
<p>Access</p> <p>Maintain back-up policy for all data contained within current electronic health records system</p>	Monthly download of information to portable disks current EHR	Staff Time	Ongoing/Monthly	Office Manager/Anice Butler

DISASTER RECOVERY PREPAREDNESS				
Priority/Goal	Action Steps	Resources Needed	Timeframe	Person Responsible
<p>Disaster Recovery To ensure that emergency and contact information is available if our building is not able to be accessed or occupied due to a disaster.</p> <p>To protect CCS's technology and data assets and identify any areas for where performance improvement needed</p>	<p>Update monthly contact list and communicate with employees via email and or other form communication</p> <p>Test of CCS's procedures for business continuity/disaster recovery</p>	<p>Staff Time</p> <p>Staff Time</p>	<p>Monthly</p> <p>Annually</p>	<p>Office Manager/Anice Butler</p> <p>Office Manager/Anice Butler</p>

VIRUS PROTECTION

Priority/Goal	Action Steps	Resources Needed	Timeframe	Person Responsible
Access Minimize virus entry into organizations computer systems	Update all virus protection on all desktops and notebooks utilized for delivery of services.	Agency budget estimated cost \$500	Ongoing/As needed	Office Manager/Anice Butler

WORKFORCE				
Priority/Goal	Action Steps	Resources Needed	Timeframe	Person Responsible
Training Develop and implement policies and procedures regarding acceptable use, backup, recovery, business, continuity/disaster, recovery/security (i.e., access management, audit capabilities, data export/transfer capabilities, decommissioning of physical hardware/data destruction, protection from malicious activity, remote access/support, and updates/configurations	Review of CCS' technology policy and procedures.	Agency budget estimated cost \$500/Staff Time	Initial/Annually	Office Manager/Anice Butler

<p>managements and change control</p> <p>Ensure personnel are familiar with CCS’s information security procedures, understand what information is sensitive and vulnerable, and steps to take to protect data assets.</p>	<p>Sharing of annual test analysis for review and training as identified</p> <p>Training on cybersecurity and the technology used in performance of job duties</p> <p>Competency-based training on the delivery of services via information and communication technologies (telemedicine)</p>	<p>Agency budget estimated cost \$500/Staff Time</p>	<p>Initial/Annually</p>	
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Please note that all technology equipment which will be purchased in full or partially using agency funds. Initiate requests for the purchase of equipment must be in accordance with the appropriate agency procurement procedures. The agency purchases at intervals technical support, renewal subscriptions, and/or warranties from all vendors of items included in the technology plan to support maintenance, upgrading, and replacing as needed.