ATTACHMENT B
CSMS FUNCTIONAL REQUIREMENTS

System must have the following functionalities:

1. Maintenance of unique client's index in conjunction with County's Department of Human Services (DHS) data warehouse master client's index.
   - Support real-time search that includes clients from COUNTY'S-Department of Human Services (DHS) data warehouse.
   - Prioritize search results to highlight clients existing in the COTS System
2. Management of contacts/visits and scheduling functions. It is desirable that the System also supports:
   - Functionality of Self-service kiosks
   - Functionality for self-check-in for appointments, or group functions (e.g.: Workforce area)
3. End user System configuration to create new programs, services, forms, and reports with similar functionality as existing ones.
4. Web portals for clients to access and upload documents requested by programs they are enrolled in
5. Application tracking functionality that uniquely identifies each application and captures the status of each processing step of the application processing cycle.
6. Automation and management of configurable workflows regarding: Intake, Referral, Program participation, and Services provided.
7. Flexibility on case management functionality to create, manage and track assessments, activities, and outcomes against service plans
8. Tracking of structured data related to important common program areas, particular recording changes over time- not just current value – in areas such as address, housing situation, and disability.
9. Capability to create and manage forms, assessments, letters, and reports containing structured data elements (both pre-populated and captured) and unstructured data both with options to print on demand and by batch.
10. Support interaction with applications used by the DHS (e.g., HMIS and CSMS systems, DHS data warehouse, DocuSign, Adobe Pro, Signup Genius)

11. Provide Americans Disability Act (ADA) accessibility functionality according to Web Content Accessibility Guidelines (WCAG), version 2.1 or higher, for further reference visit: Web Content Accessibility Guidelines (WCAG) 2.1 (w3.org) or be compatible with assistive software for public facing Web sites. WCAG functionality or support of WCAG assistive software must, at a minimum, allows the use of screen readers, alt text for non-text content, captions for videos, operation of keyboard commands, options to adjust font, and color contrast to accommodate the visually or auditorily impaired.

ATTACHMENT B
CSMS FUNCTIONAL REQUIREMENTS
Customer Services and Case Management Programs (CSMS)

General Visits and Client Check-in

These functions entail accounting for each time a citizen contacts DHS looking for services provided by the department or external entities.

The System must support the following functions:

1. Allow the following information to be captured:
   a. Client's name
   b. Reason(s) for visit – Configurable using conditional logic based on departmental division or program
   c. System date and timestamp
   d. Name of staff entering the visit

2. Record information about documents submitted by client:
   a. Client's name
   b. Number of documents
   c. System date and timestamp (back end)
   d. Where the documents were received—Configurable using conditional logic based on departmental division, program, or floor (e.g., front desk, information desk, concierge desk, screener box, client portal)
   e. Name of staff receiving document(s) (back end)
   f. Program/Staff the documents are for – Configurable using conditional logic based on departmental division or program

3. Record application information:
   a. System generated application number that is unique and searchable to track application status
   b. Client's name
   c. System date and timestamp with ability for user to overwrite (e.g., application received on holiday and user need to enter another date)
   d. Staff receiving the application
   e. Type of application
   f. Program/Staff the application was forwarded to
   g. How the application was received (e.g., mail, drop-off, email, fax, online)
   h. Where the application was received (e.g., front desk, information desk, concierge desk, screener box, client portal)
   i. State tracking number
   j. Application status (multiple-based on stage of application processing)
   k. Ability to change/edit information previously entered

4. Provide a Reporting utility that generates Client and Management Reports based on user-defined criteria – See Attachment C

Arlington Employment Resource Center, AEC, requirements

Functionality described below will be used by visitors of the AEC. A visitor will sign in each time he/she comes to the Resource Center and enter the service they will use.

The System must:

1. Allow staff to create a user profile in the System to allow visitor to sign in to use the Resource Center
2. Allow user or staff to reset password

3. Allow a visitor to sign in using kiosk/portal
4. Display on kiosk/portal information related only to AEC
5. After user logs in, display the Client's name as entered in the main database
6. Record if visitor is a new or repeat customer based on their login
7. Timestamp every client login
8. Capture services (multi select) visitor will use each time he/she visits the AEC
9. Ability to edit or create new list of services based on program offerings
10. Generate a report to display by date range:
    a. Total number of visitors
    b. Total number of unduplicated visitors
    c. Total number of first-time visitors
    d. Age group
    e. Details/count of services provided/used
    f. Total services provided

Client Check-in – Kiosks

The System must have a kiosk(s) for clients to check-in or obtain information on available services.

The kiosk(s) must support the following functions:

1. Record the following client information:
    a. Client's name
    b. Arrival date and time
    c. Reason(s) for visit
    d. Calculate client's wait time from check-in to when client is assisted by front desk staff
    e. Calculate client's time spent with front desk staff
    f. Calculate client's wait time from check-in to when client left without being seen

2. Support self-service kiosk set up(s) for clients to conduct activities such as: self-check in, self-referrals, and retrieval of program/services information

3. Support mobile technology (e.g., smart phones or tablet-like devices such as iPads) with an appropriately designed interface and functionality for the device

4. Generate and assign a "waiting queue" number for onsite clients

5. Assign a "waiting queue" number for the visitor/client once they have completed checking in through the kiosk

6. Allow front desk staff to see what number in the "waiting queue" is next, the reason for the visitor/client's visit and then call the client's name

7. Display the number currently being served so waiting clients know how far they are in queue

8. Send notifications via email alerts to management staff when a client's wait time exceeds allocated time for the task (amount of time customizable by management staff)

9. Display information below based on date range:
    a. Number of clients signed in
    b. Number of clients waiting
    c. Length of client's wait time before being seen by the Front Desk

d. Length of client's wait time who left before being seen by Front Desk
e. Average wait time client waited before leaving

Client Portal

The System must have a client portal for clients to access their case file. The client portal must support the following functions:

1. Allow clients to access the portal from their iPhone/Android smart phone, computer, or tablet

2. Allow clients to upload documents to their case file

3. Notify case worker when documents are uploaded

4. Allow clients to view, schedule, or cancel their upcoming appointments based on program requirements

5. Allow clients to view the name of assigned Case Manager, Employment Services Specialist, etc., based on programs

6. Provide hyper link functionality for email addresses so user can click on link to send an email to his/her case worker or case worker can email the client

Client Registration

Workflow for Client Registration varies according to program registration processes. The System must be flexible to accommodate multiple workflows.

For these functions, the System must:

1. Allow searches for a client, regardless of whether the client is the head of household or another adult/child living in the household, using at a minimum any of the following: full or partial name, phonetic search, social security number, date of birth, phone number or any combination thereof

2. Allow data import from other external sources to manage client searches:
   a. Real time **OR**
   b. Nightly Import (loading about 30,000 records)

3. Allow client data import from DHS DATA WAREHOUSE into client demographic tables or fields once client is determined, by user, to be a match

4. Provide a distinct highlight or view of client's record search results created in the System (i.e., entered manually by a user as a client record in the System, or inserted from search results) to distinguish them from interfaced/imported records ("only") used for searching

5. Retrieve potential matches and perform validation of key fields to avoid record duplication (e.g., social security number, name and dob, or any other combination)

6. Allow updates to client record if client is determined to be known to the System

7. Register a new client, using proper name formatting (upper and lower case), by collecting client's demographic Information. Some fields may be optional based on program needs:
   a. Last name (any government issued ID) – *mandatory field*
   b. First name (any government issued ID) – *mandatory field*

c. Middle name
d. Aliases
e. Address (field formatted: house / apt number, street name, city, state, zip)
f. Preferred phone number
g. Opt-In for “okay to text”
h. Email
i. Date of birth (specify month/date/year) – *mandatory field*
j. Social Security Number for applicant
k. Temporary Identification Number (Tin #)
l. Gender
m. Race
n. Ethnic Origin
o. Hispanic/Latino (Y/N)
p. Relationship role
q. Primary language spoken
r. Record contact information (full 10-digit phone number(s) and e-mail)
s. Household composition
t. Related/Unrelated
u. Other household members
v. HIPAA release
   - Signed (Y/N)
   - Attached (Y/N)
w. VDSS consent
   - Yes
   - No
   - Not Asked
x. Release of information Confidentiality
   - Signed (Y/N)
   - Attached (Y/N)

8. Indicate client’s identity as verified, and record name of worker who verified the information, as well as date and time

9. Allow recording of external system client ids (e.g., system client id of other systems used by DHS)

10. Allow staff to generate log-in credentials (user-id and password) for clients who want to utilize Resource Center

11. Obtain picture of client and attach it to client record

Requirements for Aging, Blind, Disabled (ABD) Application Assignment:
The System must:
1. Have ability for a user to choose from multiple selections if client application is related to Long-term care or other Public Assistance Programs (e.g., Medicaid, LTC, SNAP, GR, LIS, AG, Other)

2. Provide a free text comment box

3. Have ability to record applicant name, date of application, type of services, and comments

4. Display list of workers available to be assigned to the ABD application based on the date range and select the next Eligibility worker based on their assigned workload
    a. Assignment of an ABD application should be based on how many LTC applications vs. regular MED applications the worker has already been assigned for a given date range
    b. Calculate total of Medicaid application by worker for given date range
    c. Calculate total of LTC applications by Intake worker for given date range. The totals for LTC (Long Term Care) applications should be multiplied by 2

5. Display a detailed record of the assignment that includes the assigned worker, type of application, date of assignment, client name, and any comments sorted by worker

6. Display by date range a detailed record of the assignment by the user that includes the assigned worker, type of application, date of assignment, client name, and any comments

7. Display on demand the following information:
    a. Date
    b. Assigned Worker
    c. Application Type

8. Display both detailed and aggregated data of the applications assigned. The staff with appropriate security should have the ability to select/deselect the workers to be included

9. Have ability for user with proper security to edit and delete assignments

Client Intake

Client Intake entails taking client's service requests, identifying client needs through interviews or assessments, determining eligibility for services and programs, scheduling the client to meet with a Case Worker/Consultant for further assessment and case management, and possibly making internal and/or external referrals.

The System must:

1. Record client's stated and assessed needs based on configurable program specific templates (e.g., Customer Service, Community Assistance, Employment, Clinical Coordination). These Intake/assessment templates should contain pre-populated data, and program specific questions with comment areas for each, pre-set quantifiable fields, and user input fields

2. Record special needs: language, pregnancy, physical barriers, legal provisions, or alerts as it relates to the need for accommodations, or if there could be a potential issue – age or mental health concerns, based on program requirements

3. Display list of services the client is currently receiving or has received from the department

4. Record program participation outside Arlington

5. Record Point of Contact (POC) Information

6. Maintain history of client information

7. Record Client Household information

8. Record Client Income, Asset, and Expenses Information and populate data onto State required forms

9. Have ability to calculate client's pro-rated income and expenses with the option for user to override

10. Allow categorization of assessment instruments by type (e.g., intake, generic, shelter, employment programs, case record instruments)

11. Record needs, services requested and provided

12. Record services status (e.g., pending, open, close, unknown) and dates

13. Load and update Standard Occupational Classification system (SOC) codes to be used by Employment Programs

14. Date and time stamp screening or assessments

15. Capture name and phone number of the worker who completed the intake

16. Have ability to show warning before exiting intake assessment (do you want to exit before saving) or Auto-Save while conducting intake assessment

17. Have ability to update an old screening/assessment, and save it as a new assessment

18. Have ability to keep history of screening/assessments

19. Generate forms that can:
    a. Pre-populate data already collected such as: client's demographics, income and assets, household information, household income and assets, client expenses and deductions
    b. Do basic arithmetic operations (e.g., to calculate client's monthly income, total client's income and assets, total household income, total household assets) and populate totals onto the forms
    c. Allow to select or deselect data to be used in tabulations or calculations
    d. Allow updates and data input in user defined fields
    e. Capture updated data fields only at the form level
    f. Save, date, and attach forms and/ or assessments to client record once determined to be complete
    g. Populate name of worker completing the information onto the form

20. Allow printing of forms, reports, and letters (on demand and batch)

21. Support the use of signature pads to capture client's signature needed in forms electronically

22. Send e-mail notifications, including attachments, to internal staff

23. Provide a utility that allow users to generate additional forms, assessment templates, client and Management Reports based on program needs and or user defined criteria

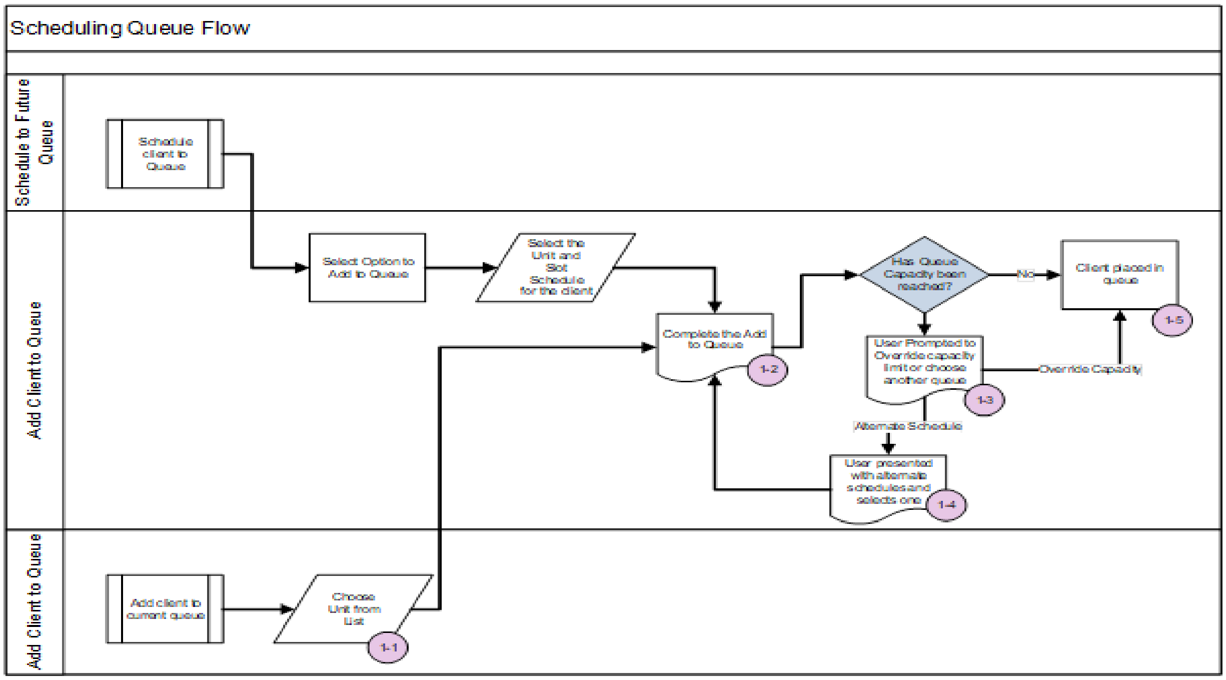
24. Have ability to upload, categorize, index, and attach documents to the client case file (e.g., ID, SS card, birth certificate, etc.)

Note: Please see Attachment C – Assessment

Scheduling

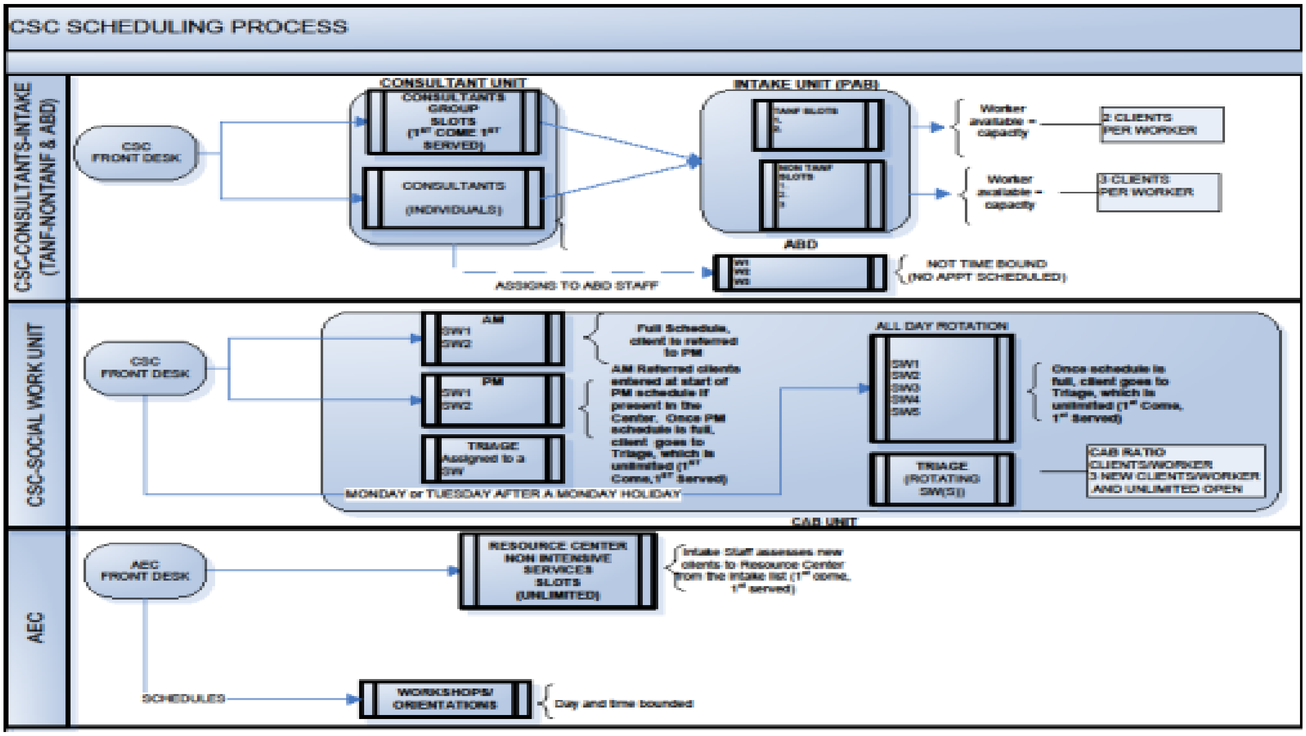
ATTACHMENT B
CSMS FUNCTIONAL REQUIREMENTS

Client scheduling entails setting up appointments to meet with Eligibility or Case Workers, and scheduling clients for orientation sessions and workshops. The below diagram illustrates the scheduling queue flow as an example only:



As an example, only of scheduling needs, please see the below Visio diagram:

ATTACHMENT B
CSMS FUNCTIONAL REQUIREMENTS



General Scheduling Requirements:

The System must have:

1. Ability to search the System for an existing participant record

2. Ability to add the participant to a Program and its associated schedule/queue

3. Record type of appointment (walk in/phone/virtual)

4. Ability to re-activate the participant in the program if their record exists but is not active

5. Ability to view TANF, ABD, Non-TANF, and any other queues based on program and user rights and allow user to select a daily and a weekly view

6. Ability to view the participants added to the queue for a particular day

7. Ability to view the slots highlighted as overcapacity and remove the highlights in cases when the slot becomes available

8. Before the participant is added to the queue, the System should allow the user to:
   a. Select/change a Queue/slot
   b. Flag visit as an emergency visit or not
   c. Flag the appointment as a phone call or not
   d. Record appointment date and time as per program requirements
   e. Display System time stamp when participant was added to the queue for the same day service based on program requirements

f. Select an Assigned Worker, Rotation Worker or no worker as per program requirements
g. Select a language
h. Select one or more services from a multiselect list
i. Select the status of the participant who was placed in a queue as new, open, closed in last 30 days as per program requirements

9. Add participant to the appropriate queue

10. After adding participant to the queue, have ability for the user to view queue details that include the following information:
    a. Participant name
    b. Time placed on queue if the appointment wasn't scheduled in advance
    c. Time they are in
    d. Time called for services
    e. Time when services completed
    f. Worker name
    g. Status (Waiting, In-Progress, Complete, and Left)
    h. Services
    i. Spanish (Yes /No)
    j. Phone appointment (check box)

11. Allow updating details of the queue based on user security rights
    a. View/Update schedule slots
    b. Update details of appointments occurred in the past
    c. Removing someone from a queue
    d. Updating status where the participant is in the scheduling process
    e. Time stamping and display each change in the status field (e.g., time in, time waiting, time spent with the worker and when they left without been seen)

12. Ability to override the capacity rules for a queue or select another queue before a participant is added in cases where the capacity has already been exceeded, allowing participant to move from one queue to another

13. Ability for a user, with proper security, to set-up and update program queues that includes the following functions:
    a. Set up schedule slots based on program rules
    b. Set up capacity rules
    c. Include services provided for each queue
    d. Add staff members associated to each queue
    e. Ability to set up queue based on program needs
    f. Set up queue statuses (e.g., waiting, in progress, complete, left without been seen, scheduled)

Specific Scheduling Requirements:

The System must:

1. Allow development of weekly, daily, and hourly schedules based on available slots

2. Provide real time updates of daily and weekly schedules of available slots

3. Allow creation of separate schedules (queues) based on program requirements

4. Ability to set up daily threshold of available slots and allow adjustment of that threshold in real time

5. Display available slots per day, and per week; based on a pre-determined threshold

6. Display a warning but allow override of daily threshold by adding another participant to be seen on that day

7. Send automated future appointment reminders via call or text to the participant provided they have given the consent and per program needs

8. Send a meeting invite to worker's county e-mail, based on program requirements, when a participant is assigned for an intake with the worker. It should be on case worker's dashboard if they have an appointment

9. When participant is added to the queue, calculate the average wait time (to advise participants of their estimated wait time based on predetermined calculations, prior to being seen by staff)

10. Adding or removing of participants from the schedule and allow re-scheduling of their appointments and generate letter for the participant with updated information

11. Allow viewing of multiple schedules at once

12. Select one or multiple categories of services being requested for each available slot

13. Display history of participant case workers with date/time of appointments

14. Ability to select type of appointment/queue based on program configuration options

15. Record length of participant's wait time before being seen by the worker, and time spent with the worker

16. Record when participant left without being seen and calculate average time they waited before they left

17. Notification/alert to management when time exceeds XX minutes past scheduled appointment and/or more than XX minutes waiting to see a participant. Amount of time must be customizable by management staff. The alert should include:
    a. Unit/Program
    b. Participant name
    c. Time of appointment
    d. Services requested

Scheduling – Client Orientations, Workshops and Open Events

The System must have automated scheduling functions to allow:

1. Creation of schedules for orientation sessions and workshops

2. Set up number of seats available for each workshop and orientation session
    a. Location of Workshop/Class in person/virtual
    b. Workshop/Class name
    c. Date of the Workshop/Class
    d. Duration – Hours/minutes
    e. Number of participants

3. Adjust seats available as participants sign up or drop from orientation sessions or workshops

4. Ability to record name of the volunteer/presenter and their respective hours for event or workshop/class

5. Record and populate the participant record with information regarding enrollment, attendances, and absences from orientations and/or workshops

6. Add/Remove participants from the calendar and/or reschedule them to a different day

7. Ability to capture data related to open events to include:
   a. Location of the event
   b. Event name
   c. Date/Time of the Event
   d. Number of participants

Client Case Management, Programs and Service Plans

Case Management functions are linked to assessments and eligibility to a program. Case Management entails setting up short-term and long-term goals for the client, developing service plans based on assessment needs, and tracking outcomes of activities completed by client or worker.

The System must:

1. Allow setting up Case Management plans that include short-term and long-term goals for the client

2. Record date and time when a Case Management plan was established

3. Generate, notify staff, and maintain up-to-date weekly and monthly ticklers of upcoming due dates (e.g., assessments, follow ups, reviews)

4. Evaluate and track progress on client's short-term and long-term goals

5. Record date, time and the name of the worker setting up the service plan

6. Generate and categorize program specific service plans (e.g., Employment Services, Community Assistance, Community Outreach) that list needs and activities to be completed by client or worker

7. Allow selection of funding source(s) that will pay for such activity(s)

8. Record review dates for tasks and activities to be completed

9. Record results of tests and skills/interest assessment(s)

10. Adjust activities, and service plans as needed

11. Maintain statuses of activities from initial request to closure

12. Record and maintain quantitative and qualitative outcomes of services, appointments, tasks, and activities

13. Record improvement of employment readiness during client contact to include:
    a. Purpose of contact (drop down options)
    b. Date of contact
    c. Method of contact (drop down options)
    d. Time Spent
    e. Case Notes

14. Maintain history of services provided, tasks and activities in a service plan

15. Create and maintain snap shots of client situation at specific intervals of Case Management continuum

16. Allow client to participate in multiple services plans, receive services from multiple funding sources (programs)

17. Record termination of services and termination from a program, including reasons and dates

18. For Employment programs:
    a. Track and record placement information (e.g., placement date, position type, job category, wage, etc.)
    b. Record if the placement is training related (Y/N)
    c. Set up tickler for follow up after existing program to record employment status, wages and hours increase
    d. Track and record Measurable Skill Gain information (e.g., post-secondary transcript, skills progression, date skill attained, type of achievement, etc.)
    e. Provide open text box for staff to include any additional case notes achievement obtained

19. Provide a reporting utility to generate management reports based on user defined criteria (e.g., date ranges, programs outcomes, subset of clients, or any of their combination)

20. Record results of the client's visit/meeting with worker (e.g., no show, next visit scheduled, completed as scheduled, other)

21. Notification/alert to other business units (e.g., BET (Business Engagement Unit) staff) when a client's assessment is updated

22. Notification/alert to the Case worker when a client in their case load has a projected training activity start or end date that is about to occur in XX days. Amount of time must be customizable by management staff.

Client and Program Outcomes

The department is interested in assessing the effectiveness of programs and the client's improvement in targeted areas.
To support these functions, the System must:

1. Allow setting target areas of evaluation based on programs or population (e.g., Employment, Housing, Life skills, Income, Gender, Ethnicity, Age)

2. Identify goals for each target area in quantitative or qualitative language (e.g., short term, intermediate, long term)

3. Set up scales/indicators that evaluate client's progress toward identified goals in targeted areas

4. Allow setting up specific data collection points (e.g., beginning/end of a program, after 3 months, 6 months, a year)

5. Generate ticklers for workers to measure client's progress at specific data collection points

6. Generate customer surveys to gather information on quality of services provided and suggestions

7. Provide a reporting utility to generate management reports based on user defined criteria (e.g., date ranges, programs outcomes, subset of clients, group of clients by worker and funding source, or any of their combination)

Business/Employment Development

For Employment Development, workers and business developers conduct field visits to identify potential outside business partners.

To support these functions, the System must:

1. Provide a report utility that will generate client and management reports based on a user specified criterion.

   Note: Please see Attachment C – Forms

Client Training and Financial Assistance Tracking

The System must:

1. Track cost of activities provided, date of activities and funding source(s) (e. g., Virginia Initiative for Employment not Welfare (VIEW), Workforce Innovation and Opportunity Act (WIOA), SNAPET, Back2Work)

2. Maintain client's record of payments

3. Maintain records of any financial item distributed to client, including cost and funding source paying for such item (e.g., transportation passes, gas cards)

4. Provide a reporting utility that generates client and management reports based on user specified criteria (e.g., dates, client counts, funding source, type of services, costs, or any of their combination)

Workflow/Notifications

The System workflow/notification functionality must include:

1. Ability to create and display information about staff status for respective shift, their phone number, and whether onsite or teleworking

2. Notification to the worker via Outlook email when a client is assigned to him/her for an intake based on program requirements

3. Send automated appointment reminders via call or text to clients who have consented

4. Track the recipient responses from the automated reminders

5. Collect date and time spent from beginning to end of the following:
   a. Client's waiting time before seen by staff
   b. Intake/Registration
   c. Screening/Assessment process
   d. Referrals received/made and completed
   e. Service requested and provided
   f. Meetings with case worker

6. Track task status throughout its duration:
   a. Waiting
   b. In-process
   c. Complete
   d. Left

7. Track appointments by unit to include in-person, phone, and no-show percentages

8. Set up ticklers to remind workers of due tasks (e.g., appointments, reviews, follow-ups)

9. Send an email notification to the staff person when the item is due. The email will contain:
   a. Program name
   b. Client first and last name
   c. Due task names
   d. Task due date

10. Alert specific program managers and supervisors of tasks exceeding processing time threshold level for check-in

11. Alert case worker and/or management when the client's profile has been inactive for more than xx days based on program requirements

12. Alert Business Engagement Unit workers and Employment Services Specialists when client in their case load has a projected training activity start date/end date that is about to occur in XX days. Time must be customizable by management staff.

13. Send an alert to Business Engagement Unit staff when employment related fields such as: Skills, Work Experience and SOC code are updated in AEC client intake assessment

14. Ability to send an alert to client case workers who are actively working with the client, when fields such as: Address, Household Composition, Income, Housing Status are updated in Intake forms and Assessments based on program requirements

15. Alert active Case Workers when forms/documents are added for active clients

16. Ability to set alerts, if needed, when clients exceed the number of slots available for an employment workshop or orientation

17. Track client time slot availability for orientations and workshops related to employment

18. Track number of client visits, date, time, and type of visit

19. Provide a reporting utility that generates reports based on user defined criteria (e.g., date, count of clients seen, left without been seen, departmental units, counts of completed and outstanding tasks by worker, by service requests, service type, by program, processing time, or any of their combination)

    Note: Please see Attachment C – Reports

Referrals

Clients can be referred to other internal DHS divisions or to external agencies. Referrals are linked to a client record and to service requests. Referrals can be done independent from case/program enrollment or program specific service plans.

To support these functions, the System must:

1. Allow staff to create a referral for a client to other DHS programs and to external organizations
2. Record if the referral is incoming (Referred from) or External (Referred to)
3. Record service/referral type (e.g., Housing, employment, Public Service Program (PSP)) and services requested
4. Record date and time when referral is received or made
5. Record name or agency to where the referral is going to or coming from
6. Allow generation of multiple referrals for a client
7. Notify staff via email about incoming internal referrals
8. Send e-mails to workers about internal referrals, including attachments
9. Record acknowledgment of referral (yes/no/unknown)
10. Record name of staff acknowledging incoming referral
11. Record referral outcome
12. Maintain history and status of referrals done by or for a client
13. Record feedback from service provider referrals
14. Allow on demand and batch printing of referrals
15. Provide a Reporting utility that generates Client and Management Reports based on user-defined criteria

    Note: Please see Attachment C-Reports

User Security

The System must:

1. Support single sign-on using county active directory

2. Provide a login process using a user-id and password for users outside the county network

3. Prevent unauthorized access to data, ensure data confidentiality and at the same time be flexible to grant appropriate access based on staff functional roles

4. Supply a simple Graphical User Interface (GUI) to set up and administer security options

5. Allow setting of different levels of System access based on security groups (e.g., customer services staff, case workers, managers, supervisors, System administrators, etc.)

6. Grant or restrict access to functions within a security group

7. Allow view, updates, and deletions of security groups

8. Ability to assign staff to one or more security groups

9. Have clear definitions of security statuses (e.g., allow, deny, etc.)

10. Have clear definitions of user actions (e.g., add, edit, delete, read only, etc.)

11. Maintain and provide access to System log(s) containing user's name, date, time, and type of updates to client records

12. Have a System time out capability that signs off users after inactivity