

REGION OF OTTAWA-CARLETON  
RÉGION D'OTTAWA-CARLETON

REPORT  
RAPPORT

Our File/N/Réf.  
 Your File/V/Réf.

DATE 17 Apr 00

TO/DEST. Co-ordinator,  
 Corporate Services and Economic Development Committee

FROM/EXP. Commissioner, Social Services

SUBJECT/OBJET **DEVELOPMENT/ PRODUCTION UPDATE - RECORD  
 SERVICES AND VERIFY PAYMENTS SYSTEM (RSVP)**

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**DEPARTMENTAL RECOMMENDATION**

**That the Corporate Services and Economic Development Committee and Council approve the award of:**

- 1. Contract 00600-91829-P03 to AJJA , Ottawa under Standing Offer No. 0920-19-C1/98-10 for the provision of professional informatic services for a total contract provision of \$265,692.00**
- 2. Contract 00600-91829-P04 to Cognicase, Ottawa under Standing Offer No 0920-19-C1/98-20 for the provision of professional informatic services for a total contract provision of \$137,855.00**
- 3. Contract 00600-91829-P05 to Anjura Ottawa under Standing Offer No 0920-19-C1/98-16 for the provision of professional informatic services for a total contract provision of \$47,234.00**
- 4. Contract 00600-91829-P06 to Aztech Cons., Ottawa for the provision of professional informatic services for a total contract provision of \$82,925.00**
- 5. Contract 00600-91829-P07 to Link Cons, Ottawa for the provision of professional informatic services for a total contract provision of \$35,824.00**

**Total amount of contracts is \$ 569,530.00**

## BACKGROUND

### RSVP System Definition

RSVP is a system utilised department wide in Social Services which supports multiple applications. The system allows Case Co-ordinators and Eligibility Co-ordinators in Social Services offices to create clients in a database and update information related to their eligibility for Regional services. These include Child Care subsidy, Homemaking, Home Management Services, Residential Services and Essential Health and Social Supports. RSVP was designed to interface with the new corporate financial system (SAP). It includes a payments component which allows users to authorize a payment to a vendor on behalf of a social services client for any of the services mentioned above. SAP issues the actual payment.

The RSVP system replaces nine separate non-compliant Year 2000 legacy applications which had been in place for up to fifteen years. They had been running in the MAPPER environment on the Region's mainframe system which was removed from production at the end of December 1999.

The RSVP system converted these applications to run in a client/server architecture. User acceptance testing and training for over 500 Social Services staff occurred in 4Q 1999. Release 1 of the system went into production on December 8, 1999. It was the first step towards the complete functionality that would be made available through further development in 2000.

This application consolidates the former databases into a single client index and comprehensive history which included Ontario Works (OW), Ontario Disability Support Program (ODSP), Child Care, Residential Services and Home Help. The RSVP application differs from the former mainframe applications in that the software contains the business rules and edits that assist workers to make decisions. This version provides intake functionality and client placement capability. It allows workers to determine client eligibility in an automated manner and produce forms and letters for Child Care, Essential Health and Social Supports, issue requisitions and electronically store incident reports and unsafe addresses.

## DISCUSSION

### Current Status and Assessment

Additional production releases have been implemented over the past two months to resolve systems 'bugs' primarily aimed at improving the requisition process, ensuring payment accuracy and strengthening user and database security.

The system is a combination of functions previously found in the mainframe based legacy applications in MAPPER and in the financial and payment functions (ASAFIN and PPS). It also incorporates account functionality originally planned for the Decision Support System, a departmentally developed initiative which was retired in December 1998 when development efforts were redirected to the replacement

RSVP system. Its design as one integrated tool with one consolidated database is significantly different than the combination of tools and databases that it replaced.

Today's RSVP version does not yet fully reflect how Social Services delivers services in the major functional areas of requisitions and child care eligibility determination. Improvements are required in:

- receiving information from RSVP to initiate the payment process
- requisitions accurately tied to client history and individual decisions
- payment summary permitting workers to see at a glance the key information to make decisions
- vendor maintenance
- code table maintenance
- data integrity (resolving duplicate cases and making changes to terminated cases)
- system performance to improve speed on particular screens while performing some functions
- case management (e.g. BF's, caseload searches and automated reminders on reviews and reports)
- the automated receiving of information from Provincial systems

#### Additional Development Required

Since January 2000, the system is owned and operated by Social Services. We are working towards establishing appropriate terms of reference to enhance and expand system capability based on departmental priorities and evolving requirements. Identified areas which need to be developed to complete the system according to original user requirements include:

- Child Care Accounts Receivable billing process
- Automate Payment Extract
- Case-related / miscellaneous reports
- Effective dating of Vendor Rates (allows multiple rates)
- Improved method of recording placements and decisions
- Testing the integration with the new SAP release
- Client Merge
- Merge of the Dental System with RSVP
- Client Profile improvements and search
- Advanced Vendor maintenance
- Financial Controls and related security
- Retroactive rate changes for income amounts (Residential Services) and vendor rates
- Street Index and Districting
- Revisit implementation of OW informal Child Care in RSVP
- Additional reporting requirements and ad hoc reporting using Impromptu
- Provide capability to produce all external output (e.g. letters and forms) in both English and French

System Review

Once the RSVP application is fully developed, it will be the main data repository for much of the Social Services payment related information. As such, a systems audit is required to ensure the adequacy of financial controls. Social Services is requesting a systems audit proposal from the corporate auditors, Ernst and Young, in order to provide these assurances. A report to this effect can be expected later in 2000.

FINANCIAL STATEMENT AND APPROVAL

All project development costs to date have been funded from the Y2K Corporate budget. This funding is complete at the end of March 2000.

Effective April 1, 2000 Social Services is responsible for future development costs. Resource requirements for professional services to complete the Project are:

THIS REQUEST \$ 569,530

Funds in the amount of \$600,000 are available in the 2000 Capital Budget, Order no. 900134, Project RSVP - Phase 2, page 510 of 2000 Capital Budget book.

*Approved by  
Dick Stewart*

EXPENDITURE JUSTIFICATION

The per diem rates were established through a competitive Request for Standing Offer issued by Supply Management for Informatic Services in 1998 and are considered to be fair, competitive and of good value to the Region.

*G. Ford on behalf of  
the Finance Commissioner*