

## What is SuccessNet?

SUCCESS was developed as a PC-based software program used to assist in child care case management. Pitt County began using SUCCESS in 1998, also making it available for use by other counties throughout North Carolina. Over the years, the SUCCESS program has been continuously updated; however, with the release of Microsoft Visual Studio .NET, Pitt County decided to further enhance SUCCESS to utilize this more contemporary technology and to allow for the use of SQL Server (and possibly others) as the backend storage database management system, in addition to Access. Thus, SUCCESS has now become SuccessNet. While maintaining the original functionality of the SUCCESS program, SuccessNet provides more robust data validation and error handling. Keeping the original flow of data entry from one form to the next, SuccessNet has updated the navigational features to improve efficiency, thus the CONSOLE form has been replaced by a Console Pad, readily available from each form that was selected from the original CONSOLE form. The upgrade adds additional functionality by using a soundex comparison during applicant and member name data entry to assist in determining if applicants or members already exist in the database. Search capabilities have been enhanced to make data more readily available when retrieving applicant, member, and facility information. Additional fields have been added to the applicant screen to assist in collecting phone number and email information. An additional field for coverage has been added for child care plans to allow for specification of the primary child care plan. The "Create my own" reporting provides additional filtering capabilities and allows for grouping data which is useful for obtaining totals. Finally, improvements in logon security have been provided.

## Original Functionality

Due to limited funds for additional manpower and the expanding subsidized child care program, Pitt County developed the SUCCESS application to improve efficiency and reduce redundancy. The software program allowed for applicant profile data to be collected up-front and keyed into the system while interviewing the client. The parent fee is calculated automatically based on the family size and the state eligibility table stored in the system, thus reducing mathematical errors. The applicant application is printed and much of the data required for the voucher flows forward from the application. The same is true of action notices that are later generated. The system also provided such time-savers as merging client data into form letters, reducing the need for clerical support staff. SUCCESS also kept up with eligibility reviews coming due to help workers manage their cases. Workers may also use the appointment scheduling provided in SUCCESS for reviews and other appointments. Since all of the case workers are using the system, they may easily serve as back ups for one another and case reviews by supervision is facilitated. Phone inquiries are easily answered by referring to the case history that is tracked in the system.

### **For more information, contact:**

Kathy Parker, Child Care Supervisor  
Pitt County Dept. of Social Services  
1717 W. 5<sup>th</sup> Street  
Greenville, NC 27834-1696  
(252) 902-1164

or email:

[ksparker@pittcountync.gov](mailto:ksparker@pittcountync.gov)

## System Specifications

SuccessNet was developed in Visual Studio .Net 2003. While the original SUCCESS only utilized Microsoft Access as the database for data storage, SuccessNet allows for SQL Server to be utilized (and possibly others not tested). SuccessNet has been tested with Microsoft Access 2002, Microsoft SQL Server 2000, and Microsoft SQL Server 2005.

Note: If Microsoft Access is utilized, users do not have to have a copy of the Microsoft Access software on their desktops, but having at least one copy for support and maintenance purposes would be prudent. Due to the change in database requirements, all Crystal Reports have been updated with version 8.5 to use the appropriate database driver.

Microsoft Word is required, as it is integrated with SuccessNet to produce the printed forms and form letters. (It has been tested with Microsoft Word 2002.)

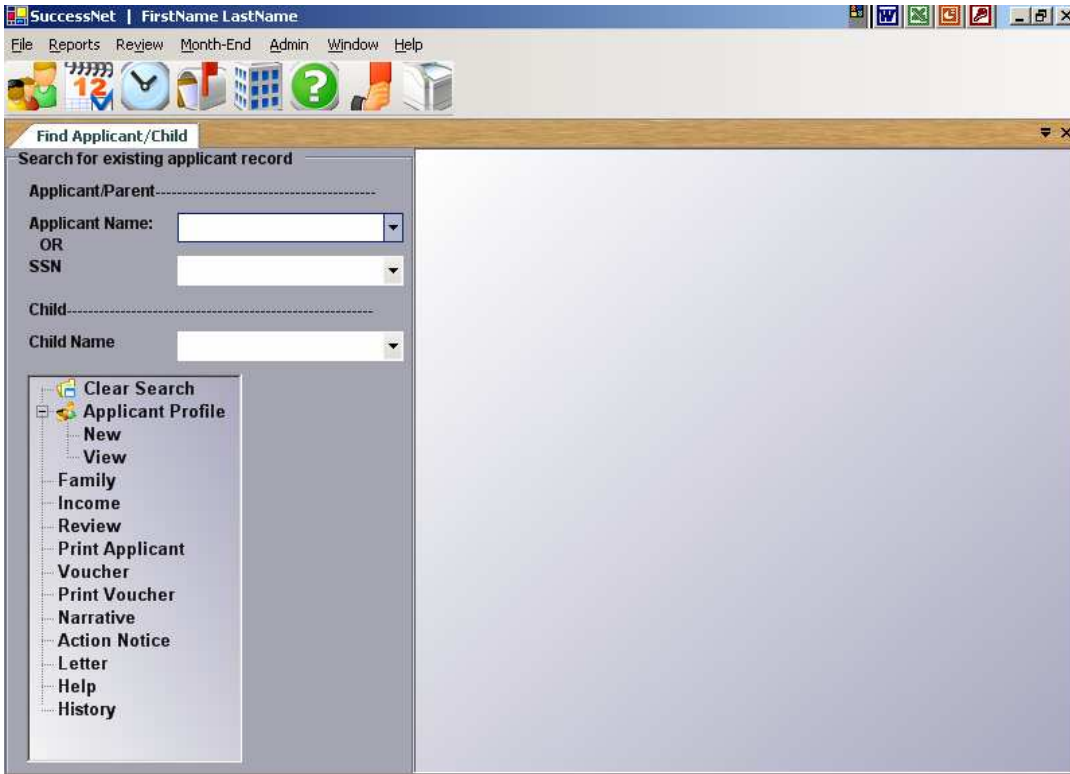
The client workstation requirements are a 32-bit operating system, such as Windows XP and sufficient memory. (Memory requirements vary depending on factors such as how many other applications are run concurrently.)

A laser quality printer is recommended in order to print the forms.

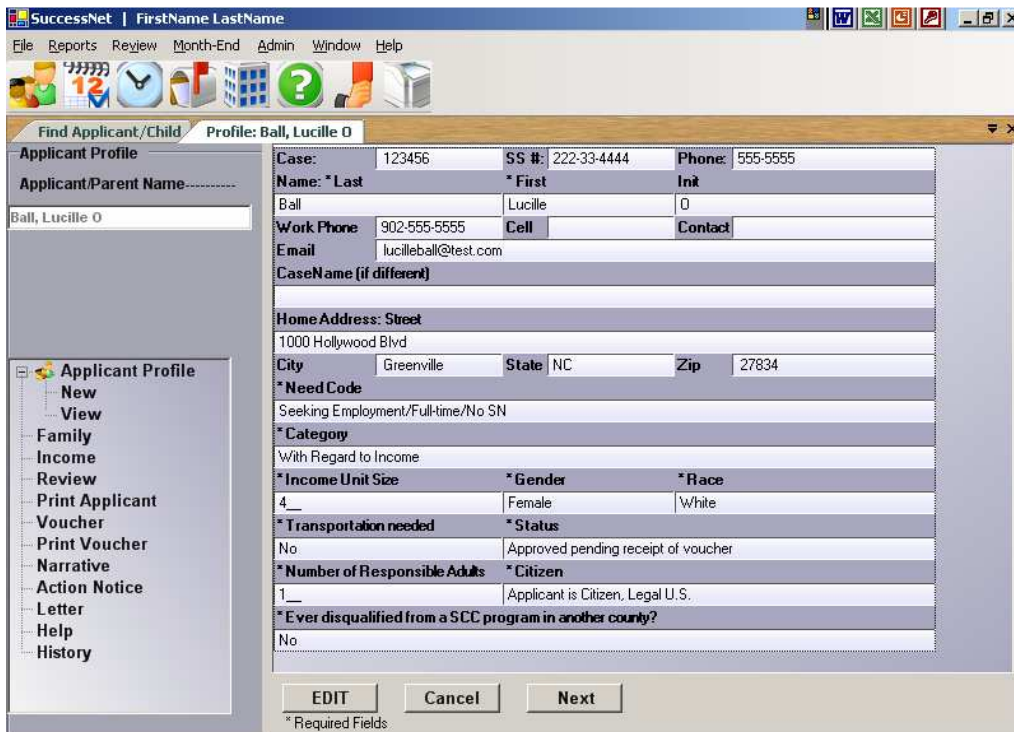
In order for several case workers to use SuccessNet and share data, a local area network must be in place with a server available for the database. (If using a larger database such as SQL Server or Oracle, refer to the database vendor for system requirements.)

Since the application uses “look up” tables that may be maintained throughout the system, the various codes and descriptions may be modified by case workers to reflect changes in state codes or departmental preferences.

# SuccessNet Sample Screens

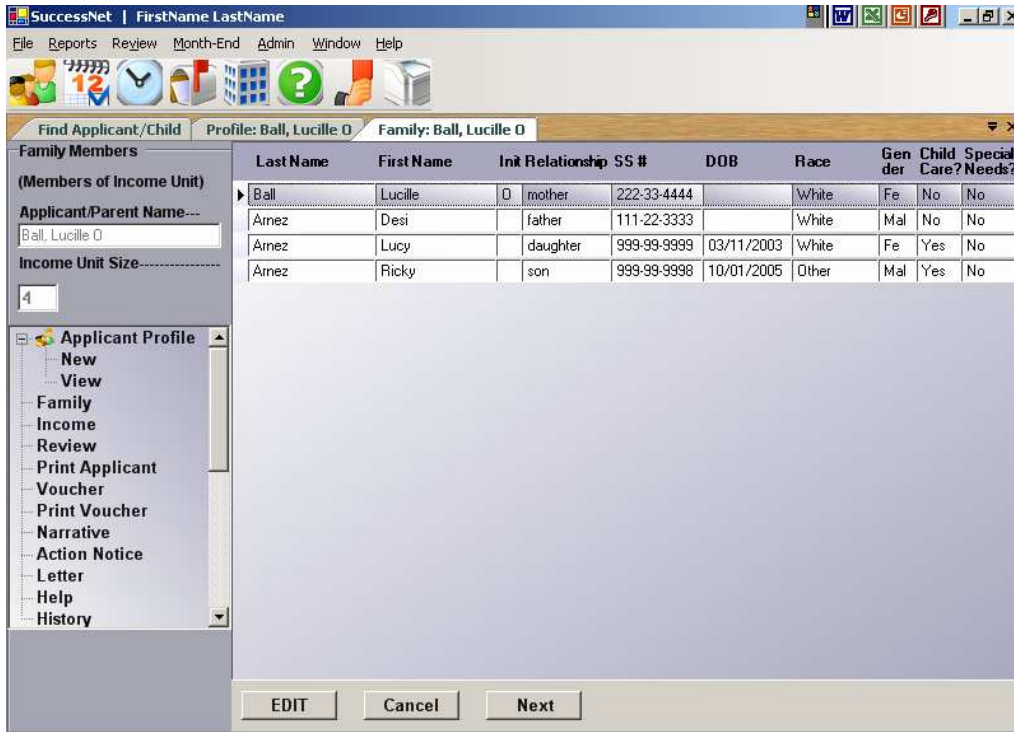


The Applicant Search form with the Console Pad, providing the ability to go straight to specific information, or step through the applicant application process.

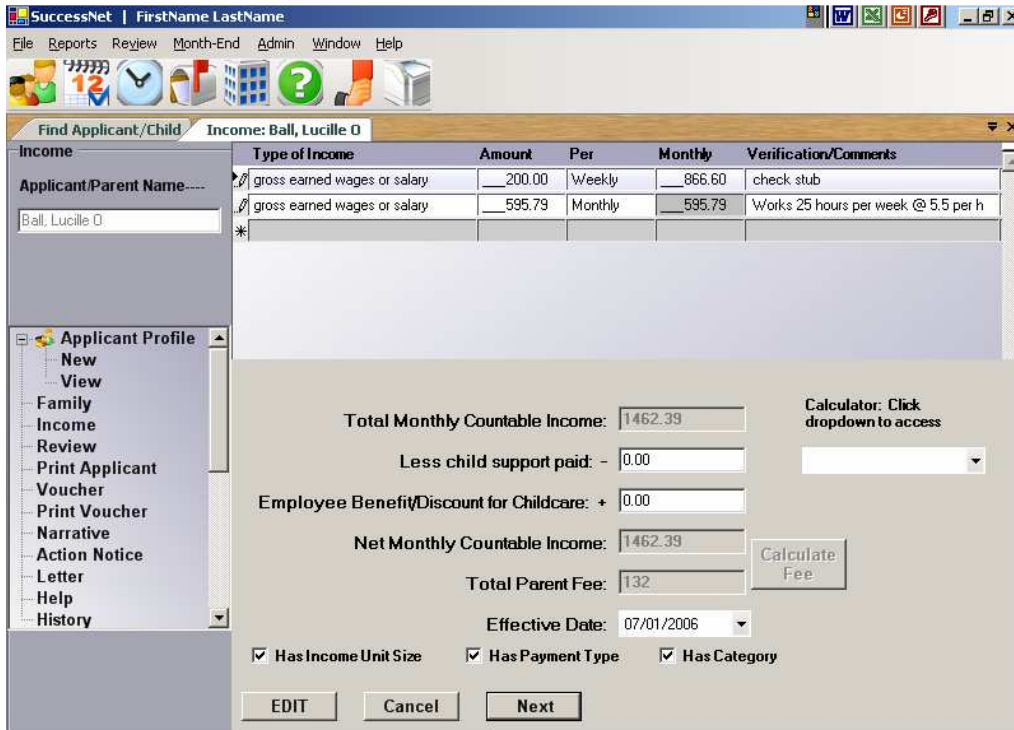


The applicant screen, where demographic data for the applicant is entered.

# SuccessNet Sample Screens



The family member screen.



The income screen where both countable and non-countable income may be captured and the parent fee automatically calculated.

# SuccessNet Sample Screens

SuccessNet | FirstName LastName

File Reports Review Month-End Admin Window Help

Find Applicant/Child Income: Ball, Lucille O Review: Ball, Lucille O

**Review**

Applicant/Parent Name: Ball, Lucille O

Date of Decision:	06/14/2006	Reviewer:	LastName, FirstN
Approved From:	07/01/2006	Through:	06/30/2007
Next Review Date:	06/13/2007	Scheduled:	
Status:	Approved pending receipt of voucher		
Placed on waiting list:		Served:	
Last edited by:	LastName, FirstN		

Applicant Profile

- New
- View
- Family
- Income
- Review
- Print Applicant
- Voucher
- Print Voucher
- Narrative
- Action Notice
- Letter
- Help
- History

EDIT Cancel Next

The Review screen.

SuccessNet | FirstName LastName

File Reports Review Month-End Admin Window Help

Find Applicant/Child Voucher: Ball, Lucille O

**Child Care Voucher**

Applicant/Parent Name: Ball, Lucille O

Parent Fee: 132.0000

Approved From: 07/01/2006 To: 06/30/2007

Child - Count: 2

Member	Eligible from:	07/01/2006 to:	06/30/2007
Amez, Ricky			
Last	First	Init	SS #
Amez	Ricky		999-99-9998
Pay Code	Seeking Employment/Full-time/No SN		
Category	With Regard to Income		
Status	Approved pending receipt of voucher		
DCS #	Eligible From	Eligible To	DOB
	07/01/2006	06/30/2007	10/01/2005

Child Care - Count: 1

**A Place For Me, Inc.** End Date: On going Care Plan: [Mon, Tues, Wed, Thur, Fri, 07:30 AM to 05:00 PM]

Fund	Pay	Facility	
SCC	Employed/Full-Time/No SN	A Place For Me, Inc.	
Care will start	Care Terminated	Voucher sent	Voucher returned
07/01/2006		06/16/2006	
		Coverage	Primary Rec Pending
Days, Hours			
[Mon, Tues, Wed, Thur, Fri, 07:30 AM to 05:00 PM]			

EDIT Cancel Next

The Voucher screen, where the plan of care is specified.