

Contra Costa County Enterprise Systems Catalog
as of July 1, 2021
Sorted by System Name

System Name	Current System Product	Current System Vendor	System Purpose	Kinds of Data Stored	Frequency of Data Collection	Frequency of Data Updates	Primary Custodial Department	Submitted by Department
AACTS (APS Automated Client Tracking System)	AACTS	McWilliams Mailliard Technology Group	use by Adult Protective Services as case management & reporting tool	Personally identifiable information - Name, SSN, address, reports of abuse and findings	Daily	on demand (daily)	Employment & Human Services	Clerk of the Board
ACCJIN Web Terminal (AWT)	ACCJIN Web Terminal (AWT)	County Administrator's Office, Law & Justice Information Systems	A web-based portal that allows law-enforcement agencies to access the LJIS mainframe applications.	AWT does not store application data. AWT does store login and session information.	Daily	Daily	Office of the County Administrator, Law & Justice Information Systems	Office of the County Administrator, Law & Justice Information Systems
Accurint	Accurint for Government	Lexis Nexis	Online database used to locate persons, information, and assests.	Personally identifiable information (PII)	Daily	Daily	Child Support Services	DCSS
ACD Call Routing system	Avaya	Carousel	routes calls to next available agent at call centers	Personally identifiable information - Name, phone number, date/time of call, reason for call, who handled call	Daily	Continuously during business hours	Employment & Human Services	Clerk of the Board
Adobe	Acrobat Pro	Adobe	Document editing and archiving software	Documents	Daily	Daily	DOIT	CC Animal Service Department (CCASD)
Adobe	Adobe Acrobat Pro	Adobe	Document editing and archiving software	Documents	Daily	Daily	Child Support Services	DCSS
Adoptions case tracking	SQL database	EHSD	track status of adoptions	Personally identifiable information - Name, SSN, address. Age, parents, foster parent information, family information.	Daily	Daily	Employment & Human Services	EHSD
Advisory Body appointment management	Boards & Commissions	Granicus	Online applications, appointments management	Commissioner data - application information & apointment dates	Daily	Daily	Clerk of the Board	Clerk of the Board
AES Property Tax Administration	AES Rapid 2000	Tyler Technologies, Inc	Appraisal and customer service	Appraisal and customer service information	Daily	Daily	Assessor	Assessor
Agenda Management System	AgendaQuick	Destiny Software, Inc.	Automated agenda workflow, produce and publish meeting agendas, and minutes	Reports, board orders, resolutions, ordinances and other supporting documents for Board of Supervisors. Also Housing Authority, Fire Protection District and Board Standing committee agenda and minutes management.	Daily	Daily	Clerk of the Board	Clerk of the Board
Appeals Information Management System (AIMS)	SQL database	EHSD	Appeals Information management System	Personally identifiable information - Appellant's Name, SSN, address, financial information, judge, findings	Daily	Weekly	Employment & Human Services	EHSD
AppointmentsPlus	Web Based application	AppointmentsPlus	candidate I-9 appointment scheduling	candidate names and appointment schedule	Daily	daily	Human Resources	Human Resources

Contra Costa County Enterprise Systems Catalog
as of July 1, 2021
Sorted by System Name

System Name	Current System Product	Current System Vendor	System Purpose	Kinds of Data Stored	Frequency of Data Collection	Frequency of Data Updates	Primary Custodial Department	Submitted by Department
APS II	Web based	FIS	Record all investment holdings and transactions in the County Treasury Pool	Investment holdings/securities and trading activities	Daily	Daily	Treasurer-Tax Collector's Office	Treasurer and Tax Collector
Area-of-Benefit (AOB) Fee Tracking	Oracle Forms/Reports 11g	N/A (Custom)	Track AOB traffic & drainage fees/payments	Assessor's parcel numbers, fee schedule, fees collected	Daily	Daily	Public Works	Public Works
ARIES	ARIES	ARIES	Automated Regional Info Sys, real time incident reporting		Daily	Daily	Sheriff	CC Animal Service Department (CCASD)
Assessment Appeals database manager	.NET	Department of Information Technology	Track assessment appeals and manage related assessment appeal information	Assessment appeals applications, status of appeals, information related to assessment appeals and hearings	Daily	Daily	Clerk of the Board	Clerk of the Board
Assessment Appeals database manager for COB and Assessor Intefaces	.NET	Department of Information Technology	Track assessment appeals and manage related assessment appeal information	Assessment appeals applications, status of appeals, information related to assessment appeals and hearings	Daily	Daily	COB and Assessor Via Department of Information Technology	Department of Information Technology (DoIT)
AT&T Collaborate	AT&T Collaborate	AT&T	Online VoIP managemt portal	Employee phone config info	Daily	Daily	Child Support Services	DCSS
Big Ant	Big Ant	Big Ant	Real time chat for supervisory support during customer calls	Text files		Daily	CCAS	CC Animal Service Department (CCASD)
Blackboard	BlackBoard	California Child Support Services	Online state application access including security awareness training	State data content	Daily	Daily	Child Support Services	DCSS
Board meeting manager	Meeting Manager & Votecast	Granicus	Manages BOS and other meetings. Video management, meeting tagging, request to speak, voting, public comment tracking and timing	Meeting videos, agendas, minutes	Weekly	Weekly	Clerk of the Board	Clerk of the Board
Board of Supervisors document archive	Laserfiche	Ray Morgan	Electronic document management	Scanned documents and indexing values for Board of Supevisor records	Daily	Daily	Clerk of the Board	Clerk of the Board
BSI (Brief Symptom Inventory)	SQL database	EHSD	General Assistance client management tool	Personally identifiable information - Name, SSN, Financial assessment of individual and their needs	Daily	Daily	Employment & Human Services	EHSD
Business License Administration	HDLPrime	HDL Companies	Manage Business license Information	Business owner identification, type of licenses	Daily	Daily	Treasurer-Tax Collector's Office	Treasurer and Tax Collector
Cable TV channel user list	Cablecast	Tightrope Media Systems	Cable broadcast automation	User contact information	Daily	Daily	Office of Communications & Media/ Contra Costa Television	Office of Communications & Media

**Contra Costa County Enterprise Systems Catalog
as of July 1, 2021
Sorted by System Name**

System Name	Current System Product	Current System Vendor	System Purpose	Kinds of Data Stored	Frequency of Data Collection	Frequency of Data Updates	Primary Custodial Department	Submitted by Department
CalAgPermits	CalAgPermits Version 3.9.2.2	CaliCo Solutions	Track pesticide permits and use	Permit and pesticide use information	Daily	Daily	Agriculture	Agricultural Commissioner/Sealer of Weights and Measures
California Child Support Automation System Child Support Enforcement (CCSAS CSE)	CCSAS CSE	California Child Support Services	Online statewide child support system to maintain child support activities	Federal Tax Information, Personally identifiable information and other confidential child support case related information	Daily	Daily	Child Support Services	DCSS
California Healthcare Enrollment, Eligibility and Retention System (CalHEERS)	CalHEERS	Accenture in collaboration with California Department of Health Care Services (DHCS)	California's Implementation of Affordable Care Act's requirement for an Enrollment & Eligibility System	Personally identifiable information - Name, SSN, address, financial information, insurance coverage information, & program eligibility	Daily	Daily	Employment & Human Services	EHSD
CalJOBS	CalJOBS	State of California	assist job seekers in finding jobs and employers in posting jobs.	Personally identifiable information - Name, contact information, skill set, and resumes	Daily	Daily	Employment & Human Services	EHSD
CalWIN (California Work Information Network))	CalWIN	HP Enterprises Inc.	Eligibility Determination and case management system	Personally identifiable information - Name, SSN, address, financial information, program eligibility	Daily	Daily	Employment & Human Services	EHSD
CalWIN (California Work Information Network)	CalWIN	HP Enterprises Inc.	Eligibility determination and case management system	Personally identifiable information (PII)	Daily	Daily	Employment and Human Services	DCSS
Campaign Finance Reporting and Statement of Economic Interest	Campaign Finance Reporting and Statement of Economic Interest	NetFile	Aid in reporting of compliance with statutory requirements for campaign financial disclosure	Fundraising, expenditure and economic interest data	Daily	Daily	Clerk-Recorder-Elections/Clerk of the Board	Clerk Recorder
Capital Project Status	Access 2016	N/A (Custom)	Track capital projects	Capital project information, status	Daily	Daily	Public Works	Public Works
Care Tracker (CARS)	Care Tracker	Refined Technologies Inc. (RTI)	Matching In Home Support Services (IHSS) Clients to providers,	Personally identifiable information - Name, contact information, and skill set of providers. Name, needs, and contact information of IHSS clients.	Daily	Daily	Employment & Human Services	EHSD
CARES (Childcare Accounting, Reporting & Enrollment System)	CARES 4.0	NoHo Software	Manage childcare enrollment for CalWORKs Welfare to Work program	Personally identifiable information - Name, SSN, contact information, employment situation, and children's names needing childcare.	Daily	Daily	Employment & Human Services	EHSD
Cashiering System	Grant Street Cashiering	Grant Street	Assist with cashiering and imaging of recorded and filed documents	Parcel information/ payment information	Daily	Daily	Treasurer-Tax Collector's Office	Treasurer and Tax Collector

**Contra Costa County Enterprise Systems Catalog
as of July 1, 2021
Sorted by System Name**

System Name	Current System Product	Current System Vendor	System Purpose	Kinds of Data Stored	Frequency of Data Collection	Frequency of Data Updates	Primary Custodial Department	Submitted by Department
CERS	Environmental Reporting	California EPA	Environmental reporting	Hazardous materials	Yearly	Yearly	CC Health	CC Animal Service Department (CCASD)
Chameleon	Chameleon	HLP	Animal services database	ASD data	Daily	Daily	CCAS	CC Animal Service Department (CCASD)
Child Welfare Management System	CWS/CMS	State system/IBM	Manages information in child welfare and probation cases and client contact journal	Personally identifiable information - Name, SSN, address, financial information, program eligibility	Daily	Daily	Department of Child Support Services, Probation Department, Employment & Human Services Department	EHSD
Citrix	VA Citrix Remote Access	Service Now/YourIT.VA.gov	Access VA records	No data is stored locally on our computers. It is a portal used by our dept. to access the VA database.	Accessed daily	Accessed daily	Yourit.va.gov	Veterans Affairs
City Data Services	Web based	City Data Services	Manage the administration of the Community Development Block Grant	Grantee agency data, grantee performance reports, grant amounts, expenditure reporting	Quarterly	Quarterly	Department of Conservation and Development via City Data Services	DCD
CivicPlus	Web Portal	CivicPlus	Web (internal, external) contents management	Web contents	Daily	Daily		Human Resources
CivitPlus	Web Portal	CivicPlus	Web (internal, external) contents management	Web contents	Daily	Daily	Information Technology	DCSS
Clean Slate Database	Microsoft Access	Microsoft	Aid in the review of Clean Slate (post-conviction relief) cases.	Information related to Clean Slate cases including petitions filed, next court dates, and case outcomes.	Daily	Daily	Public Defender via DoIT	Public Defender
Clerk-Recorder Information Imaging System	LANDDOCS/ Summit/ Clerkdocs Windows 2019/SQL2017	Granicus	Cashiering/ Document Management/OCR/Redaction	Property records, vital records, fictitious business names, professional filings, notary public filings, environmental filings, oaths of offices	Daily	Daily	Clerk-Recorder-Elections	Clerk Recorder
Client Assessment Tool	SQL database	EHSD	Assist clients in finding contact information for services that they may qualify for.	Personally identifiable information - Client Name & needs assessment results	Daily	Daily	Employment & Human Services	EHSD
CLOUDS (Child Location, Observation and Utilization Data System)	1Clouds	One Solution Technology	Child Location, Observation and Utilization Data System, ensures proper teacher to student ratios in Head Start Classrooms	Personally identifiable information - Name, address, parents/guardians, program enrollment, attendance at care center	Daily	Daily	Employment & Human Services	EHSD

**Contra Costa County Enterprise Systems Catalog
as of July 1, 2021
Sorted by System Name**

System Name	Current System Product	Current System Vendor	System Purpose	Kinds of Data Stored	Frequency of Data Collection	Frequency of Data Updates	Primary Custodial Department	Submitted by Department
CMIPS (Case Management, Information and Payrolling System)	CMIPS II	HP Enterprises in collaboration with California Department of Social Services (CDSS)	Used by In Home Support Services (IHSS), it is a case management system tracking providers and their recipients, addressing payroll and reporting.	Personally identifiable information - Name, SSN, contact information, services provided, and payroll information, associated with which clients.	Daily	Daily	Employment & Human Services	EHSD
CodePal	Code Enforcement	CodePal	Code Enforcement	Property information	Daily	Daily	CCCFPD	CCCFPD
Community Services (AB109) database	Access	Microsoft	Manages Client Information and Provides statistics for AB109 adult cases	Adult Client Information, inc criminal details, addresses, and other administrative data	Daily	Daily	Probation	Probation
Compass Document management System (Formerly CalWIN Client Document Management System)	Compass Pilot	Northwoods	management of client document images for the department	Personally identifiable information - drivers licenses, birth certificates, proof of residency, application forms	Daily	Daily	Employment & Human Services	EHSD
Computer-Assisted Probation System (CAPS)	Access	Microsoft	Manages Client Information and Provides statistics for selected adult cases	Adult Client Information, inc criminal details, addresses, and other administrative data	Daily	Daily	Probation	Probation
Conservation and Development - Citizen Access System	Citizen Access	Accela, Inc.	Provides permitting information, parcel lookup, and permit application	Information about permits, planning and parcels	Daily	Daily	Department of Conservation and Development	DCD
Conservation and Development - Land Use System	Accela Building, Planning, Enforcement and Geographic Information System	Accela, Inc.	Store and track information about building permitting, planning, code enforcement, and geocoded data	Property and permittee identification, project description and plans, permit type, zoning information, conditions of approval, compliance, inspection records	Daily	Daily	Department of Conservation and Development	DCD
Constant Contact			communications mass email	emails	weekly	weekly	BOS1	BOS 1
Constant Contact	Web Based application	Constant Contact	To send mass email to selected population	Mass email message, Recipients	On Demand	On Demand	Human Resources	Human Resources
COPA (Child, Outcome, Planning & Administration)	COPA	NULINX INTERNATIONAL INC	web-based child and family outcomes, assessments and data management initiatives for Head Start programs	Personally identifiable information - Name, contact information of child and family and an assessment of their needs and results.	Daily	Daily	Employment & Human Services	EHSD
Corrigo Inc.	Corrigo	Corrigo Inc.	Facilities maintenance request	Facilities maintenance	Daily	Daily	Public Works	CC Animal Service Department (CCASD)
County Facilities Maintenance System	Enterprise 9.2 (cloud)	Corrigo	Maintain records of work dispatch and timekeeping for facilities maintenance activities	County maintained buildings, Work requests, timecards	Daily	Daily	Public Works	Public Works

**Contra Costa County Enterprise Systems Catalog
as of July 1, 2021
Sorted by System Name**

System Name	Current System Product	Current System Vendor	System Purpose	Kinds of Data Stored	Frequency of Data Collection	Frequency of Data Updates	Primary Custodial Department	Submitted by Department
County Fleet Management System	FleetFocus M5 20.0.3	AssetWorks	Track vehicle maintenance/depreciation, cost recovery	Fleet data (make/ model/ year), labor, inventory	Daily	Daily	Public Works	Public Works
County Human Resources and Payroll Management System	PeopleSoft HRMS V9.2	Oracle	Manages the following applications: <ul style="list-style-type: none"> • Human Resources: Administer Workforce - used to administer hiring and manage workforce data and reporting • Human Resources: Base Benefits /BenAdmin - used to manage employee benefit programs and open enrollment • Payroll for North America - used to calculate earnings, taxes, and deductions; maintain balances; and report payroll data. •Employee/Manager Self service 	County employee information including personal identification and contact information, County job history, job classification, payroll and employment benefits information.	Daily	Daily	Human Resources Department and Auditor-Controller's Office via Department of Information Technology	Department of Information Technology (DoIT)
County Human Resources Recruitment/Onboarding system	NeoGov InsightEdition	GovernmentJobs.com	Assists in recruitment and acceptance of applications for county jobs. Departmental onboarding process.	Applicant Personal information for recruitment	Daily	Daily	Human Resources	Human Resources
County TimeKeeping/Payroll	Kronos Workforce Central V8.1.6	UKG/Kronos	Manages timekeeping data for all employees entered by departments used in payroll processing.	County employee information including employee ID, Name.	Daily	Daily	Auditor-Controller's Office via Department of Information Technology	Department of Information Technology (DoIT)
County Wide Email and Calendaring System	Exchange	Microsoft	Serve as an electronic communication and scheduling system	Internal, external communications; calenders	Daily	Daily	Department of Information Technology	Department of Information Technology (DoIT)
Countywide Email and Calendaring System	Exchange	Microsoft	Serve as an electronic communication and scheduling system	Internal and external communications; calendars	Daily	Daily	Department of Information Technology	Veterans Affairs
Current Public Defender Case Management System	LJIS - Public Defender	Department of Information Technology	Aid the Office of the Public defender in the review, assignment, and defense of adult and juvenile defendants. This system will be replaced with the DEFENDERbyKarpel system in 2021.	Information on cases, defendants, juveniles, charges, and law enforcement agencies/officers.	Daily	Daily	Office of the Public Defender	Office of the County Administrator, Law & Justice Information Systems

Contra Costa County Enterprise Systems Catalog
as of July 1, 2021
Sorted by System Name

System Name	Current System Product	Current System Vendor	System Purpose	Kinds of Data Stored	Frequency of Data Collection	Frequency of Data Updates	Primary Custodial Department	Submitted by Department
Current Warrant Management System	Justice Automated Warrant System	Department of Information Technology	A central repository of warrants accessible by the Court and County law enforcement agencies that provides the ability to issue warrants, and update warrant status (serve, recall, etc.) The Justice Automated Warrant System will be replaced with eWarrants in 2021.	Warrant subject, warrant information, law enforcement agencies, and warrant status	Daily	Daily	Office of the County Administrator, Law & Justice Information Systems	Office of the County Administrator, Law & Justice Information Systems
Debt Service Management System	MS Access 2016	N/A (Custom)	Manage loan payments on County properties	Building info, bond/payment	Daily	Daily	Public Works	Public Works
Destiny Software	Agenda Quick	Destiny Software	Manages agendas and minutes	BOS Agenda	Monthly	Daily	CAO	CC Animal Service Department (CCASD)
Device Registration Database	Microsoft Access	County Agriculture Department	Track registration status of companies with devices that need to be registered with Contra Costa County	Company contact information and device location	Daily	Daily	Agriculture	Agricultural Commissioner/Sealer of Weights and Measures
Disaster Recovery Grant Reporting	Web based	U.S. Department of Housing and Urban Development (HUD)	Maintain Neighborhood Stabilization Program accomplishments and financial information for reporting to the U.S. Department of Housing and urban Development (county is grantee)	Federal program accomplishments and financial information, County expenditures and program beneficiary information	Quarterly	Quarterly	Department of Conservation and Development via HUD	DCD
District Attorney Case Management System	PROSECUTORbyKarpel	Karpel Solutions, Inc.	Aid the Office of the District attorney in the review, filing.	Information on cases, defendants, juveniles.	Daily	Daily	Office of the District Attorney	Office of the County Administrator, Law & Justice
District Attorney Juvenile Case Management System	LJIS - Juvenile District Attorney	Department of Information Technology	Aid the Office of the District attorney in the filing and prosecution of juvenile criminal cases. This system will be replaced with PROSECUTIONbyKarpel and retired in 2021	Information on cases, juveniles, guardians, charges, witnesses, victims, and law enforcement agencies/officers.	Daily	Daily	Office of the District Attorney	Office of the County Administrator, Law & Justice Information Systems
District email and calendars	Exchange	Microsoft	Serve as an electronic communication and scheduling system	Internal and external communications; calendars	Daily	Daily	CCCFPD	CCCFPD
DMV Query Tool	DMV Query Tool	Department of Motor Vehicles	Employee DMV record access	Online employee DMV records	Monthly	Monthly	Child Support Services	DCSS
DNA Index	Access	Microsoft	Maintains index of DNA (buccal and Palm) samples taken by Probation	Juvenile and Adult client DNA sample records and palm print submission	Daily	Daily	Probation	Probation
Document Management System	Laserfiche	ECS	Record keeping	Property information	Daily	Daily	CCCFPD	CCCFPD

**Contra Costa County Enterprise Systems Catalog
as of July 1, 2021
Sorted by System Name**

System Name	Current System Product	Current System Vendor	System Purpose	Kinds of Data Stored	Frequency of Data Collection	Frequency of Data Updates	Primary Custodial Department	Submitted by Department
Document Management System	Laserfiche 10.3	ECS Imaging, Inc.	Manage documents	Scanned, digital documents and related metadata	Daily	Daily	Department of Conservation and Development	DCD
Document Management System	LaserFiche 10.4.2	ECS Imaging	Electronic Document Management	Document images, document metadata	Daily	Daily	Public Works	Public Works
DocuSign	DocuSign	DocuSign	Digital Signatures	Legally signed documents	Daily	Daily	CCAS	CC Animal Service Department (CCASD)
DocuSign	DocuSign	DocuSign	Digital signature	Legally signed documents	Daily	Daily	Child Support Services	DCSS
EarlyRep Database	Microsoft Access	Microsoft	Aid in the review of Early Representation Program clients (the majority of whom are pre-arraignment) adult defendants.	Information related to EarlyRep clients, the status of their case filing, efforts to contact these clients and information regarding their next court date(s).	Daily	Daily	Public Defender via DoIT	Public Defender
EFI Welfare Fraud	SQL database	EHSD	track referrals of potential fraud	Personally identifiable information - Name, SSN, address, financial information, and suspicion.	Daily	Daily	Employment & Human Services	EHSD
Election Information Management System	Voter Registration and Election Management System	DFM Associates	Aid in the administration of voter registration and elections	Voter identification, address and political district information	Daily	Daily	Clerk-Recorder-Elections	Clerk Recorder
Electronic Benefits Transfer (EBT)	Electronic Payment Processing and Information Control (EPPIC)	Xerox, in collaboration with Department of Agriculture	Enables recipients of public assistance have faster and more convenient access to their much-needed benefits.	Personally identifiable information - Name, SSN, address, financial transactions, & program eligibility	Daily	Daily	Employment & Human Services	EHSD
Electronic Deposit Permit System	Web app and MS SQL Server	Department of Information Technology	Submit deposit permits electronically	deposit permits	Daily	Daily	Treasurer-Tax Collector's Office	Treasurer and Tax Collector
Email and Calendaring System	Electronic Communication	Microsoft	Electronic Email	Confidential Client Communication General Office	Throughout the workday	Throughout the workday	Office of the County Counsel	County Counsel
Employee Demand System	(in-house)	(in-house)	Issue travel and other expense reimbursements to employees.	Employee travel & other expense reimbursement payment history	Twice per month	Twice per month	Auditor-Controller	Auditor
Envision Connect	Envision Connect	Accela	Manage HazMat, Env Health Inspections	Internal and External Communications;	Daily	Daily	Health Services Department	Health Services
e-Oscar	e-OSCAR	e-Oscar	Online solution for processing Automated Consumer Dispute Verifications.	Automated consumer dispute verifications and automated universal data forms	Daily	Daily	Child Support Services	DCSS
Equifax Compliance Center	Web Portal	TALX Corporation	Checks work eligibility in US and criminal back ground check via E-Verify	Applicant Personal Information for verification. I-9	Daily	Daily	Human Resources	Human Resources
eSkill	Web Based application	eSkill	to administer remote employment assessments	applicant score data, test content	Daily	Daily	Human Resources	Human Resources

Contra Costa County Enterprise Systems Catalog
as of July 1, 2021
Sorted by System Name

System Name	Current System Product	Current System Vendor	System Purpose	Kinds of Data Stored	Frequency of Data Collection	Frequency of Data Updates	Primary Custodial Department	Submitted by Department
ESRI ArcGIS Suite	ESRI ArcGIS Suite	ESRI	Mapping client locations to Sites	Personally identifiable information - Name, address, and program participation,	Monthly	Monthly	Employment & Human Services	EHSD
Evals	Evals	Evals	Online training management	Employee training records	Daily	Daily	CCCFPD	CCCFPD
Expert Witness Database	Access	Microsoft	Authorize, manage and calculate pay of expert witnesses	Names of expert witnesses hired by Public Defender, hourly and job rates	Daily	Daily	Public Defender	Public Defender
Exterior Hazard Control	Weed Abatement	In house	Vegetation management	Property information	Daily	Daily	CCCFPD	CCCFPD
Farmer's Market Database	Microsoft Access	County Agriculture Department	Track producers who sell at farmer's markets and issue certificates	Producer, commodity, location, and contact information	Daily	Daily	Agriculture	Agricultural Commissioner/Sealer of Weights and Measures
Finance System	(in-house)	(in-house)	Maintain financial and program/cost accounting records for the county and generate vendor payments.	Appropriation/expenditure, revenue, encumbrance, program, work authorization, cash, and general ledgers or sub-ledgers, vendor payment history	Daily	Two to three times per week	Auditor-Controller	Auditor
Fire RMS	Incident reports	Zoll	Incident reporting	Incident data	Daily	Daily	CCCFPD	CCCFPD
Five9 Auto Dialer	Five9 Auto Dialer	Five9	Online auto outbound call notification system	Outbound call scripts	Weekly	Weekly	Child Support Services	DCSS
Fixed Assets System	(in-house)	(in-house)	Maintain an inventory of county-wide capital assets for control and accountability and for financial reporting purposes.	Information about capital asset acquisitions, transfers, and deletions by asset type and department.	Monthly	Monthly	Auditor-Controller	Auditor
Form 700s Statement of Economic and Conflict of Interest Code management	Form 700s/conflict of interest	Netfile	Track and manage data for Form 700 filers, department liaisons, and code management	Conflict codes, Form 700 information, department information	Daily	Daily	Clerk of the Board	Clerk of the Board
Freshdesk	Fresh Service	Fresh Service	Trouble tickets	Employee records and assets				CCCFPD
Gadwin	SQL database	EHSD	Tracks system problems associated with case management systems.	Personally identifiable information - Name, SSN, address, financial information, program eligibility	Daily	Daily	Employment & Human Services	EHSD
Geographic Information System	Maps	ERSI	CAD maps	Maps, SCL, Attributes	Daily	Daily	CCCFPD	CCCFPD
Geographic Information System	ArcGeographic Information System Server	ESRI	Serve Geographic Information System data via Representational State transfer(An Architecture that enables users to access additional relational information data)	All County related Geographic Information Systems data	Daily	Daily	Department of Information Technology	Department of Information Technology (DoIT)

Contra Costa County Enterprise Systems Catalog
as of July 1, 2021
Sorted by System Name

System Name	Current System Product	Current System Vendor	System Purpose	Kinds of Data Stored	Frequency of Data Collection	Frequency of Data Updates	Primary Custodial Department	Submitted by Department
Geographic Information System	MSSQL SERVER	ESRI	Store geocoded data	All County related Geographic Information Systems data	Daily	Daily	Department of Information Technology	Department of Information Technology (DoIT)
Geographic Information System	GeoCortex Essentials	Latitude Geographics	Generate special-purpose maps via the web/internet	All County related Geographic Information Systems data	Daily	Daily	Department of Information Technology	Department of Information Technology (DoIT)
GIS Desktop Applications	ArcGIS 10.8.1	ESRI	Uses GIS data for desktop GIS & CAD applications.	Assets, Facilities, Parcels, Roads, Stormwater	Daily	Daily	Public Works	Public Works
GIS Web Application (PWMAPS)	Geocortex Essentials 4.14	ESRI	Enable users to access & edit Public Works Geographic Information System data	Assets, Facilities, Parcels, Roads, Stormwater	Daily	Daily	Public Works	Public Works
HICAP (Health Insurance Counseling and Advocacy Program)	Website	EHSD	Provide information to clients on HICAP program and coordinate volunteer educational events	Personally identifiable information - Name, contact information, insurance coverage information, & program eligibility	Daily	Weekly	Employment & Human Services	EHSD
HireVue	Web Based application	HireVue	to conduct video-based interviews	applicant score data, test content	Daily	Daily	Human Resources	Human Resources
Homefinding Case Tracking System	SQL database	EHSD	State mandated program combining home finding and foster care	Personally identifiable information - Name, SSN, and location of child and name, address, and residence information of child placements.	Daily	Daily	Employment & Human Services	EHSD
HR2	Oracle Forms/Reports 11g	N/A (Custom)	Provide labor rates for the Joint Billing System (JBS), phone list, other uses	Employee data, including names, job class/step	Daily	Daily	Public Works	Public Works
Huntington Business Systems	EcoTime	Huntington Business Systems	Digital timecard for staff	Internal timecards	Daily	Daily	CCAS	CC Animal Service Department (CCASD)
Huntington Business Systems	EcoTime	Huntington Business Systems	Digital timecard for employee	User timecard related info	Daily	Daily	Child Support Services	DCSS
InContact	IVR / ACD	AT&T	Manages call routing to next available agent and recording	Personally identifiable information	Daily	Daily	Employment and Human Services	Department of Information Technology (DoIT)
InContact	InContact	AT&T	integrated call center system that manages call routing to next available agent and recording,	Personally identifiable information - Name, phone number, date/time of call, reason for call, who handled call, and audio record of information exchanged.	Daily	Continuously during business hours	Employment & Human Services	EHSD
Independent Living Skills Program (ILSP)	CMS	Goldmine	Manage client contacts for emancipated youth	Personally identifiable information - Name, SSN, address, phone number, and program activities	Daily	Daily	Employment & Human Services	EHSD

Contra Costa County Enterprise Systems Catalog
as of July 1, 2021
Sorted by System Name

System Name	Current System Product	Current System Vendor	System Purpose	Kinds of Data Stored	Frequency of Data Collection	Frequency of Data Updates	Primary Custodial Department	Submitted by Department
Inmate Telephone Systems	website/ onsite server	GTL	Maintains records of phone calls from residents in institution	Voice Recording	Daily	Daily	Probation	Probation
Integrated Court Management System (ICMS)	ICMS	Contra Costa Courts	Online access to view court case information	Court case information	Daily	Daily	Contra Costa Courts	DCSS
Integrated Disbursement and Information System	Web based	U.S. Department of Housing and Urban Development (HUD)	Federal program accomplishments and financial information	Federal program accomplishments and financial information	Quarterly	Quarterly	Department of Conservation and Development via HUD	DCD
Intermedix	Medical billing	Medical billing	Medical billing	Patient Info	Daily	Daily	CCCYPD	CCCYPD
Internet Site	Website	Impression Design	Information sharing	Registrations	Daily	Daily	CCCYPD	CCCYPD
Investigation System	Investigation System	In house	Event tracking / scheduling	Internal and external communications; calendars	Daily	Daily	CCCYPD	CCCYPD
Investigator Database	Microsoft Access	Microsoft	Aid in the review of in house investigations and their assignment.	Information related to assignment of in house investigations, investigation request information, and details of the investigation status.	Daily	Daily	Public Defender via DoIT	Public Defender
ISI reporting	CDR reporting	AT&T	UCaaS Call History and Call Event Reporting and can provide Analysis and Aid in troubleshooting of poor quality calls.	In & Outbound Calls	Daily	Daily	EHSD, HR & HSD	Department of Information Technology (DoIT)
Joint Billing System (JBS)	Oracle Forms/Reports 11g	N/A (Custom)	Timekeeping and Cost Recovery for Land Development permits	Timekeeping, projects, billing, payments	Daily	Daily	Public Works	Public Works
Juvenile 602 Database	Microsoft Access	Microsoft	Aid in the review of cases for juvenile clients and case	Information related to juvenile cases, case	Daily	Daily	Public Defender via DoIT	Public Defender
Juvenile Hall Intake Database (Sierra)	Access	Microsoft	Record and report Juvenile Hall population	Juvenile client information pertaining to stay at Juvenile Hall	Daily	Daily	Probation	Probation
KACE	K1000	Quest Software	System management	Systems	Daily	Daily	District Attorney	District Attorney
KidStar	KidStar	California Child Support Services	Online child support document access	Child support related documents	Daily	Daily	Child Support Services	DCSS
Kronos	Kronos	Kronos	Workforce management	Time and staff schedules	Daily	Daily	Human Resources	CC Animal Service Department (CCASD)
Kronos	Kronos	Kronos Inc.	Time reporting system	Employee time and attendance tracking	Monthly	Monthly	Payroll	DCSS
Kronos Workforce Central	Kronos Workforce 8.1.6	Kronos Inc.	Time reporting	Employee time and attendance reports, SSN, employee number	Monthly	Monthly	CCC Payroll	Veterans Affairs
Land Information Systems (LIS)	(in-house)	Department of Information Technology	Gather and manages Property valuations,	Assessments, parcel information, deeds,	Daily	Daily	Assessor Office via Department of	Department of Information Technology (DoIT)
LaserFiche	LaserFiche (Cloud)	Ray Morgan	To store documents in Electronic format	Human Resources and Benefits scanned documents	Daily	Daily	Human Resources	Human Resources

Contra Costa County Enterprise Systems Catalog
as of July 1, 2021
Sorted by System Name

System Name	Current System Product	Current System Vendor	System Purpose	Kinds of Data Stored	Frequency of Data Collection	Frequency of Data Updates	Primary Custodial Department	Submitted by Department
Laserfiche Document Management System	Laserfiche 10.3	Laserfiche / ECS Imageing, Inc.	Document Management	Document images	Daily	Daily	Auditor-Controller	Auditor
Laserfiche Document Management System	Laserfiche Rio Cloud	Laserfiche / Ray Morgan Company	Document Management	Scanned documents and related metadata of the various County departments	Daily	Daily	County Administrator Office, CAO Labor Relations, Clerk of the Board, County Counsel, HR, LAFCO, DoIT	Department of Information Technology (DoIT)
Lenel Systems International Inc.	OnGuard	Lenel	Building access management system	User access/ account info	Daily	Daily	Child Support Services	DCSS
Library Circulation Management System	CARLX	The Library Corporation (TLC)	Maintains transactions relating to circulation of library materials	Patron contact information, fines, fees, and transactions	Daily	Daily	Library	Library
LIHEAP (Low Income Home Energy Assistance Program)	HEAP	HHS, Administration For Children and Families Office of Community Services, Division of Energy Assistance	Assist low income residents with Heating and Energy financial Assistance Program	Personally identifiable information - Name, SSN, address, financial information, program eligibility	Daily	Daily	Federal Government	EHSD
LiveScan Database	SQL database	EHSD	tracks requests for livescan requests from state	Personally identifiable information - Name, SSN, address, phone number, and criminal history if applicable.	Daily	Daily	Employment & Human Services	EHSD
LobbyCentral	LobbyCentral	LobbyCentral	Customer check-in management system	User monitoring queue	Daily	Daily	Child Support Services	DCSS
Medi-Cal Eligibility Data System (MEDS)	MEDS	California Health and Human Services Agency, Department of Health Care Services	Medi-Cal eligibility data system of records	Personally identifiable information (PII)	Daily	Daily	Employment and Human Services	DCSS
Medi-Cal Eligibility Data System (MEDS)	MEDS	California Health and Human Services Agency, Department of Health Care Services	Medi-Cal eligibility data system of record	Personally identifiable information - Name, SSN, address, financial information, insurance coverage information, & program eligibility	Daily	Daily	Employment & Human Services	EHSD
MEDs4	ePCR	EVHC	Medical records	Patient Info	Daily	Daily	CCCFPD	CCCFPD
Meet	Video conferencing	Google	Video conferencing	Video	Daily	Daily	CCCFPD	CCCFPD
Microsoft	SharePoint	Microsoft	Document sharing site	SOPs	Monthly	Monthly	DOIT	CC Animal Service Department (CCASD)
Microsoft Endpoint Configuration Manager	Microsoft Endpoint Configuration Manager	Microsoft	End node management	Internal PC and user info	Daily	Daily	Child Support Services	DCSS

Contra Costa County Enterprise Systems Catalog
as of July 1, 2021
Sorted by System Name

System Name	Current System Product	Current System Vendor	System Purpose	Kinds of Data Stored	Frequency of Data Collection	Frequency of Data Updates	Primary Custodial Department	Submitted by Department
Microsoft O365 Outlook	Exchange	Microsoft	Communicaion and meetings	External and internal communication	Daily	Daily	Information Technology	DCSS
Microsoft Office	OneDrive	Microsoft Office	Cloud storage	Documents	Daily	Daily	DOIT	CC Animal Service Department (CCASD)
Microsoft Office 365	OneDrive	Microsoft	Document software	Documents	Daily	Daily	Information Technology	DCSS
Microsoft Office 365 Suite	Local and Web based	Microsoft	Productivity apps and online storage	Documents	Daily	Daily	Department of Conservation and Development	DCD
Microsoft Outlook	Exchange	MS Outlook	email communications and calendar	Internal and external communications; calendars	Daily	Daily	BOS 1	BOS 1
Microsoft SharePoint	SharePoint	Microsoft	Document sharing site	Department notes and info for employees to share and reference	Daily	Daily	Child Support Services	DCSS
Microsoft Skype for Business	OneDrive	Microsoft	Online communication	none	Daily	Daily	Information Technology	DCSS
Microsoft System Center Service Manager	Microsoft System Center Service Manger	Microsoft	Helpdesk ticketing system	IT, Helpdesk service log	Daily	Daily	Child Support Services	DCSS
Microsoft Teams	OneDrive	Microsoft Teams	Cloud video conferencing software	Documents	Daily	Daily	DOIT	CC Animal Service Department (CCASD)
Microsoft Teams	OneDrive	Microsoft	Cloud video conferencing	Documents	Daily	Daily	Child Support Services	DCSS
MoneGram	MoneyGram	MoneyGram	online express payment system	Payment info	Daily	Daily	Child Support Services	DCSS
MS Office 365	Productivity applications	Microsoft	Productivity	Various	Daily	Daily	CCCFPD	CCCFPD
NemoQ	NemoQ	NemoQ	Line queing management	Time and date	Daily	Daily	CCAS	CC Animal Service Department (CCASD)
NEOGOV	NEOGOV	Governmentjobs.com, Inc.	NEOGOV HR software automates the entire hiring and performance evaluation process, including position requisition approval, automatic minimum qualification screening, test statistics and analysis, and EEO reporting.	Applicant contact information, job requisition information, hiring manager information	As needed to fulfill hiring needs (approximatel y 4x/year	As needed to fulfill hiring needs (approximately 4x/year	Contra Costa Co. Human Resources	Veterans Affairs
NeoSerra	NeoSerra	Outreach Systems	tracks detailed demographic and economic information about Workforce Development clients (Small Aid the Office of the Public defender in the review, assignment, and defense of adult and juvenile defendants. This system will replace the legacy LJIS- Public Defender system in 2021.	Personally identifiable information - Name, SSN, address, financial information about the	Daily	Daily	Employment & Human Services	EHSD
New Public Defender Case Management System	DEFENDERbyKarpel	Karpel Solutions, Inc.	Aid the Office of the Public defender in the review, assignment, and defense of adult and juvenile defendants. This system will replace the legacy LJIS- Public Defender system in 2021.	Information on cases, defendants, juveniles, charges, and law enforcement agencies/officers.	Daily	Daily	Office of the Public Defender	Office of the County Administrator, Law & Justice Information Systems

Contra Costa County Enterprise Systems Catalog
as of July 1, 2021
Sorted by System Name

System Name	Current System Product	Current System Vendor	System Purpose	Kinds of Data Stored	Frequency of Data Collection	Frequency of Data Updates	Primary Custodial Department	Submitted by Department
New Warrant Management System	Justice Automated Warrant System	Department of Information Technology	A central repository of warrants accessible by the Court and County law enforcement agencies that provides the ability to issue warrants, and update warrant status (serve, recall, etc.) eWarrants will replace the legacy Justice Automated Warrant System in 2021.	Warrant subject, warrant information, law enforcement agencies, and warrant status	Daily	Daily	Office of the County Administrator, Law & Justice Information Systems	Office of the County Administrator, Law & Justice Information Systems
Northwoods	Northwoods	Northwoods			Daily	Daily	Employment and Human Services	DCSS
o365	Office Suite	Microsoft	data processing	documents and communication	daily	Daily	Department of Information Tech.	District Attorney
O365 Outlook	Exchange	Office 365	Communication and Meetings (i.e. Teams)	External and Internal Communicaiton	Daily	Daily	Department of Information Technology	CC Animal Service Department (CCASD)
Ohio Risk Assessment System (ORAS)	website	University of Cincinnati	Manages Adult Assessments	Records of adult risk Assessment answers	Daily	Daily	Probation	Probation
Ohio Youth Assessment System	website	University of Cincinnati	Manages Juvenile assessments	Records of juvenile risk assessment answers	Daily	Daily	Probation	Probation
Onesource	Onesource	Onesource	Requesting PW Print/Mail	Business cards, signs, ads	Quarterly	Quarterly	PW Print and Mail	CC Animal Service Department (CCASD)
On-Line Court Reports	SharePoint	EHSD in collaboration with Go-Planet	makes documentation available to courts and attorneys for cases involving children	Personally identifiable information - Case Number, Attorneys involved, contact information of the case participants, the the associated court documents.	Daily	Daily	Employment & Human Services	EHSD
Oracle	PeopleSoft	Oracle	Human Resources management system	HR Data	Daily	Daily	Human Resources	CC Animal Service Department (CCASD)
Papercut	Papercut	Caltronics	Copy and scan software for the network	digital paperwork	Daily	Daily	CCAS	CC Animal Service Department (CCASD)
PaperCut	PaperCut	CalTronics	Copy, Print, Scan software	Digital paperwork	Daily	Daily	Child Support Services	DCSS
Payment Archive System	FirstView	RT Lawrence Corporation	Archive payment information	Parcel information, payment information	Daily	Daily	Treasurer-Tax Collector's Office	Treasurer and Tax Collector
Payment Processing System	RTL	RT Lawrence Corporation	Process payments	Parcel information, payment information	Daily	Daily	Treasurer-Tax Collector's Office	Treasurer and Tax Collector
Pencil Budget	Access 2016	N/A (Custom)	Assist with creating pencil budget for the annual budget process	Actual and forecast building costs	Daily	Daily	Public Works	Public Works
PeopleSoft	PeopleSoft	Oracle	Access and maintain personnel records	Personally identifiable information (PII)	Monthly	Monthly	Information Technology	DCSS

Contra Costa County Enterprise Systems Catalog
as of July 1, 2021
Sorted by System Name

System Name	Current System Product	Current System Vendor	System Purpose	Kinds of Data Stored	Frequency of Data Collection	Frequency of Data Updates	Primary Custodial Department	Submitted by Department
PeopleSoft	PeopleSoft ©2000.2019	Oracle	Access and maintain personnel records	Personal and private identification information including, but not limited to, SS#, home address, phone number, employee number, etc.)	Monthly	Monthly	Department of Information Technology	Veterans Affairs
Periscope Holdings	E-Pro Navigation and approvals	Periscope Holdings	Procurement	Vendor and departmental purchasing	Daily	Daily	Public Works	CC Animal Service Department (CCASD)
Pest/Weed Management Reporting Database	Microsoft Access	County Agriculture Department	Track use by CCC Ag Depart herbicides and rodenticides	Dates, location, and amount of pesticide use	Daily	Daily	Agriculture	Agricultural Commissioner/Sealer of Weights and Measures
PetAccess	PetAccess	PetData	Online access portal to pet licensing information	Animal information.	Daily	Daily	CCAS	CC Animal Service Department (CCASD)
PetData	PetData	PetData	Licensing fees and tags	Pet and owner information	Daily	Dailys	CCAS	CC Animal Service Department (CCASD)
Presynct	Presynct	Presynct	online report writing software we use for formal reports	Law enforcement reports	Daily	Daily	CCAS	CC Animal Service Department (CCASD)
Print and Mail Management System	Avanti Slingshot 8.0	Avanti Systems	Track/Bill county departments for print and mail jobs	Information about printing and mailing jobs, inventory, billing	Daily	Daily	Public Works	Public Works
Print and Mail Ordering System for County Departments	OneSource	PTI Marcom	Provide system for orderign print jobs from Print & Mail	Departments' print job requests	Daily	Daily	Public Works	Public Works
Probation Case Management system	LJIS - Probation	Department of Information Technology	Aid the Probation Department in their responsibility to investigate and supervise adults and juveniles as ordered by the Superior Court and to refer juvenile offenders to the District Attorney.	Information on cases, defendants, juveniles, guardians, charges, witnesses, victims, and law enforcement agencies/officers.	Daily	Daily	Probation Department	Office of the County Administrator, Law & Justice Information Systems
Probation Case Management System	LJIS - Probation	Department of Information Technology	Aid in the investigation and court ordered supervision of adults and Juvenile	Information about cases, parties, witnesses, victims, and law enforcement agencies / officers	Daily	Daily	Probation via CAO Law & Justice Systems	Probation
Probation PreTrial Case Tracking	Access	Microsoft	Manages Client information and provides statistics for adult Pretrial cases	Adult Client Information, inc criminal details addresses, and other administrative data	Daily	Daily	Probation	Probation
Procurement System	ePro 15.8.0.3 (cloud)	Periscope Systems	Assist in purchasing software with a web interface front end	Requisitions, Purchase Orders, Vendor info	Daily	Daily	Public Works	Public Works
Project Management Systems	Cognos 10.2.2	IBM	Assist with budgeting projects	Project/budget, funding sources, actuals	Daily	Daily	Public Works	Public Works
Property Tax Online Payment System (PTOPS)	Web based	(in-house)	Bulk Tax Payment Processing	Parcel number, bill number, amount due, status, situs address	Daily	Daily	Treasurer-Tax Collector's Office	Treasurer and Tax Collector

Contra Costa County Enterprise Systems Catalog
as of July 1, 2021
Sorted by System Name

System Name	Current System Product	Current System Vendor	System Purpose	Kinds of Data Stored	Frequency of Data Collection	Frequency of Data Updates	Primary Custodial Department	Submitted by Department
Prosecutor by Karpel		Karpel	CMS	Business line of work	Daily	daily	Department of Information Tech.	District Attorney
Public Defender Case Management System	LJIS - Public Defender	Department of Information Technology	Aid in the review, assignment, and defense of adult and juvenile defendants.	Information on cases, defendants, juveniles, charges, and law enforcement agencies/officers.	Daily	Daily	Public Defender via CAO Law & Justice Systems	Public Defender
Public Education	Public Education	In house	Event tracking / scheduling	Internal and external communications; calendars	Daily	Daily	CCCFPD	CCCFPD
Public Works Contractors/Consultants	Access 2016	N/A (Custom)	Track viable contractors and consultants for capital projects bids	Contractor contact info	Daily	Daily	Public Works	Public Works
Public Works Road and Flood Control Management System	MaintStar 13.5.95	MaintStar	Manage maintenance, labor and equipment costs	Road maintenance task description, related equipment, labor hours, labor rates	Daily	Daily	Public Works	Public Works
PulsePoint	PulsePoint	PulsePoint	Citizen notifications	Incident and response data	Daily	Daily	CCCFPD	CCCFPD
Purple Pipe	Purple Pipe	CC Central Sanitation	Reporting on status of reclaimed water	Status of piping required for reclaimed water	Quarterly	Quarterly	CC Central San	CC Animal Service Department (CCASD)
QWARE	QWARE	C&S Operations	Administrative requests management system (e.g. work orders)	Work order requests, purchase requests, DoIT requests	Daily	Daily	CCAS	CC Animal Service Department (CCASD)
RAMP Asset Inventory	Oracle Forms/Reports 11g	N/A (Custom)	Track County-owned and leased buildings	Contra Costa County buildings types, addresses, square footage	Daily	Daily	Public Works	Public Works
Redeemed Warrant System	(in-house)	(in-house)	Maintain record of warrants issued, redeemed, and canceled.	Information about warrant issuances, redemptions, and cancellations	Daily	Daily	Treasurer/Tax Collector and Auditor-Controller	Auditor
Redemption Property Tax System or Secured Abstract Maintenance or Delinquent Tax System (SAM)	(in-house)	Department of Information Technology	Manages Defaulted Property Taxes	Defaulted property tax information including APN, default number, defaulted tax amount and defaulted tax related information.	Daily	Daily	Treasurer-Tax Collector via Department of Information Technology.	Department of Information Technology (DoIT)
Revenue management system (RevQ)	CUBS	Columbia Ultimate	Delinquent Taxes	Parcel, owner & collection information	Daily	Daily	Treasurer-Tax Collector's Office	Treasurer and Tax Collector
RightFax	RightFax Enterprise Fax Manager	RightFax	Fax manager	Fax history and user fax info	Daily	Daily	Child Support Services	DCSS
RPCS (Revenue Plus Collection System)	RPCS, formerly CUBS	RevQ, a Columbia Ultimate Company	Used to track revenue collection during benefit recovery.	Personally identifiable information - Name, SSN, address, case number, & financial information,	Daily	Daily	Employment & Human Services	EHSD
Salesforce	CRM	Salesforce CRM	communications database	contact names and emails	Daily	Daily	BOS 1	BOS 1
Salesforce	CRM	Salesforce	Maintain and manage constituent contact information and relationship	Constituent contact information	Daily	Daily	Board of Supervisors, District 2	BOS2

Contra Costa County Enterprise Systems Catalog
as of July 1, 2021
Sorted by System Name

System Name	Current System Product	Current System Vendor	System Purpose	Kinds of Data Stored	Frequency of Data Collection	Frequency of Data Updates	Primary Custodial Department	Submitted by Department
Samsara	TriTech Systems (Tiburon)	Samsara	Field Services Dispatching software	Field Services incidents	Daily	Daily	Sheriff	CC Animal Service Department (CCASD)
Secured Property Taxes (PTS)	(in-house)	Department of Information Technology	Manages Unsecured Property Taxes	Secured property ownership and address(es); personal property values; taxbill number, tax year and amount; tax rates and tax rate area related information	Daily	Daily	Tax Collector via Department of Information Technology	Department of Information Technology (DoIT)
Senior Community Service Employment Program (SCSEP)	SCSEP	EHSD	Tracking training of older workers	Personally identifiable information - Name, SSN, address, program eligibility, and training provided.	Daily	Daily	Employment & Human Services	EHSD
ServicePoint	ServicePoint	WellSky (previously Bowman)	Provides referrals to appropriate resources to seniors age 60 and older, adults with disabilities and caregivers, include housing long term care programs, transportation, personal care, financial, and legal services.	Personally identifiable information - Name, SSN, address, assessment of needs, program eligibility, and contact information for service providers.	Daily	Continuously during business hours	Employment & Human Services	EHSD
Servtraq	Web based	Central Coast Energy Services, Inc.	Manage the administration of the Low Income Home Energy Assistance (LIHEAP), Department of Energy Weatherization Assistance Program (DOE WAP) program as well as other similar utility programs.	Customer Data, Household/Dwelling Data, Inventory Data, Employee Data	Daily	Daily	EHSD	EHSD
SkillSurvey	Web Portal	SkillSurvey	Applicants' reference check	reference information of applicants	Daily	Daily	Human Resources	Human Resources
SmithOstler (TiNA)	SmithOstler	Department of Child Support Services	Child support payment tracking software	Child support payment info	As needed	As Needed	Child Support Services	DCSS
Statewide Audit Tool (SAT)	Statewide Audit Tool (SAT)	Cushman Computer Consulting, Inc.	Case audit tool	User case work histroy	Daily	Daily	Child Support Services	DCSS
Statewide Fingerprint Imaging Sytem (SFIS)	SFIS	State of California	SFIS was developed by the Office of Systems Integration (OSI) in conjunction with the California Department of Social Services (CDSS)	Personally identifiable information - Name, SSN, address.	Daily	Daily	Employment & Human Services	EHSD
Station Tours	Station Tours	In house	Event tracking / scheduling	Internal and external communications; calendars	Daily	Daily	CCCFPD	CCCFPD
Storm Water Utility Fees (SWUF)	Oracle Forms/Reports 11g	N/A (Custom)	Calculate storm water utility fees to put on property tax bill	Assessor's parcel numbers, parcel size, tax rate areas, stormwater assessments	Monthly	Monthly	Public Works	Public Works

Contra Costa County Enterprise Systems Catalog
as of July 1, 2021
Sorted by System Name

System Name	Current System Product	Current System Vendor	System Purpose	Kinds of Data Stored	Frequency of Data Collection	Frequency of Data Updates	Primary Custodial Department	Submitted by Department
Street Saver	StreetSaver 9 <cloud>	M T C	Planning and tracking road conditions and maintenance	road data (type, width, condition)	Daily	Daily	Public Works	Public Works
Structured Decision Making (SDM)	SDM web app	Children's Research Center (CRC), a subsidiary of NCCD	performs safety and risk assessment of children and families.	Personally identifiable information - Name, SSN, Confidential assessment of environment and needs of a family member in a given environment.	Daily	Daily	Employment & Human Services	EHSD
Supplemental Systems (SPT)	(in-house)	Department of Information Technology	Manages Supplemental secured Property Taxes	Supplemental secured property ownership and address(es); personal property values; taxbill number, tax year and amount; tax rates and tax rate area related information	Daily	Daily	Tax Collector, Auditor via Department of Information Technology	Department of Information Technology (DoIT)
SurveyGizmo	Web Portal	Alchmer	to collect customer feedback and respond to the need promptly	Survey answers and comments	On Demand	Daily	Human Resources	Human Resources
Table Command	Table Command	Table Command	Incident management	Incident response	Daily	Daily	CCCYPD	CCCYPD
Target Solutions	Target Solutions	Target Solutions	Online training management	Employee training records	Daily	Daily	CCCYPD	CCCYPD
Target Solutions (Vector Solutions)	Vector Solutions	Vector Solutions	Online training portal	Employee information	Daily	Daily	Risk Management	CC Animal Service Department (CCASD)
TASSA (Track Advocacy SSI/SSA Applicants)	SQL database	EHSD	Used to track General Assistance recipients' progress in filing apps for SSI/SSP	Personally identifiable information - Name, SSN, address, phone number, financial status	Daily	Daily	Employment & Human Services	EHSD
Team	Video conferencing	Microsoft	Video conferencing	Video	Daily	Daily	CCCYPD	CCCYPD
Telestaff	Telestaff	Kronos	Scheduling and staffing	Personnel				CCCYPD
Telstrat	Record on Demand	AT&T	Call recording and quality monitoring solution	In & Outbound Calls	Daily	Daily	EHSD, HR & HSD	Department of Information Technology (DoIT)
Timekeeping system	Microsoft Access	County Agriculture Department	Tracks employee time and statistics	Time worked, program, invoices for state, statistics	Daily	Daily	Agriculture	Agricultural Commissioner/Sealer of Weights and Measures
Tivoli Usage and Accounting Manager System	Tivoli UAC	IBM	For IT cost Management. Costs and track, allocate, and invoice based on actual resource use by department	Amounts billed, usage and costs	Daily/Monthly	Daily/Monthly	Department of Information Technology	Department of Information Technology (DoIT)
Tracking Recipients Across California (TRAC)	TRAC	California Dept of Technology Services (OSI)	tracks CalWORKs recipients. Either gather data directly from SAWS (CalWIN) or entered directly by staff.	Personally identifiable information - Name, SSN, contact information, financial information, & program eligibility	Transactional system	Daily	Employment & Human Services	EHSD
Trust Accounting	Oracle Forms/Reports 11g	N/A (Custom)	Track trust fund deposits and calculate interest on refunds	Balances and interest rates for Public Works trust funds	Daily	Daily	Public Works	Public Works

**Contra Costa County Enterprise Systems Catalog
as of July 1, 2021
Sorted by System Name**

System Name	Current System Product	Current System Vendor	System Purpose	Kinds of Data Stored	Frequency of Data Collection	Frequency of Data Updates	Primary Custodial Department	Submitted by Department
Trust Fund Accounting system	(in-house)	(in-house)	Maintain subsidiary ledgers for Trust Funds	Receipts and disbursements	Twice per month	Twice per month	Auditor-Controller	Auditor
TurboCourt	TurboCourt	Intresys-TurboCourt	Online case open automation system	Child support case info	As needed	As Needed	Child Support Services	DCSS
TXTPagePro	TXTPagePro	Contact Wireless	SMS texting for business	Texting content	As needed	As Needed	Child Support Services	DCSS
UC Hosted Call Manager Services	Cisco CUCM and Voicemail	AT&T	Cisco's Unified Communications Manager is a hosted VoIP PBX the County uses as their phone System.	In & Outbound Calls	Daily	Daily	EHSD, HR, HSD, SO and many other Departments	Department of Information Technology (DoIT)
Unsecured Property Tax System (BUD)	(in-house)	Department of Information Technology	Manages Unsecured Property Taxes	Unsecured property ownership and address(es); personal property values; taxbill number, tax year and amount; tax rates and tax rate area related information	Daily	Daily	Treasurer-Tax Collector, Auditor, Assessor via Department of Information Technology.	Department of Information Technology (DoIT)
Utility Manager	UM Pro 4.0	Ecova	Manage utility payments for all county-owned buildings	Utility billing data for Contra Costa County buildings	Daily	Daily	Public Works	Public Works
Utility Payments	MS Access 2016	N/A (Custom)	Act as interface between Utility Manager (COTS) and finance system	Utility payments	Daily	Daily	Public Works	Public Works
VetPro	VetPro CoCo	Panoramic Software, Inc.	VetPro is a case management, claim creation, and submission software for Veteran Service Officers.	Veteran personal and private information including, but not limited to, DD2-14, Soc. Sec. #, DOB, family members, etc.	Daily	Daily	Department of Information Technology	Veterans Affairs
Volgistics	Volgistics	Volgistics	Volunteer management software	Volunteer data, schedules, and training	Daily	Daily	CCAS	CC Animal Service Department (CCASD)
Wasp Technologies (Mobile Asset)	MobileAsset Professional	MobileAsset	Asset tracking	Department assest info	As needed	As Needed	Child Support Services	DCSS
Wellness Checks	Google suite	Google suite	Google suite	Employee Covid - 19	Daily	Daily	CCCFPD	CCCFPD
WhentoWork	WhenToWork	WhentoWork	Scheduling staff work times	Staff and scheduling	Daily	Daily	CCAS	CC Animal Service Department (CCASD)
WIS (Welfare Intercept System)	WIS	California DSS	The California's DSS, with IRS, Food and Nutrition Service, and the Franchise Tax Board. Addresses welfare overpayment recovery	Personally identifiable information - Name, SSN, address, case number, & financial information,	Transactional system	Daily	Employment & Human Services	EHSD
Zoom	Zoom	Zoom	Online video conferencing	None	Daily	Daily	CCAS	CC Animal Service Department (CCASD)
Zoom	Video conferencing	Zoom	Video conferencing	Video	Daily	Daily	CCCFPD	CCCFPD
Zoom	Zoom	Zoom	Online video conferencing	none	Daily	Daily	Child Support Services	DCSS